

# STAKEHOLDER ENTERPRISE PORTAL

## USER GUIDE



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❖ - Indicates that the SEP feature listed is only available to Accredited VSO Users at this time.

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# 1.0 Overview

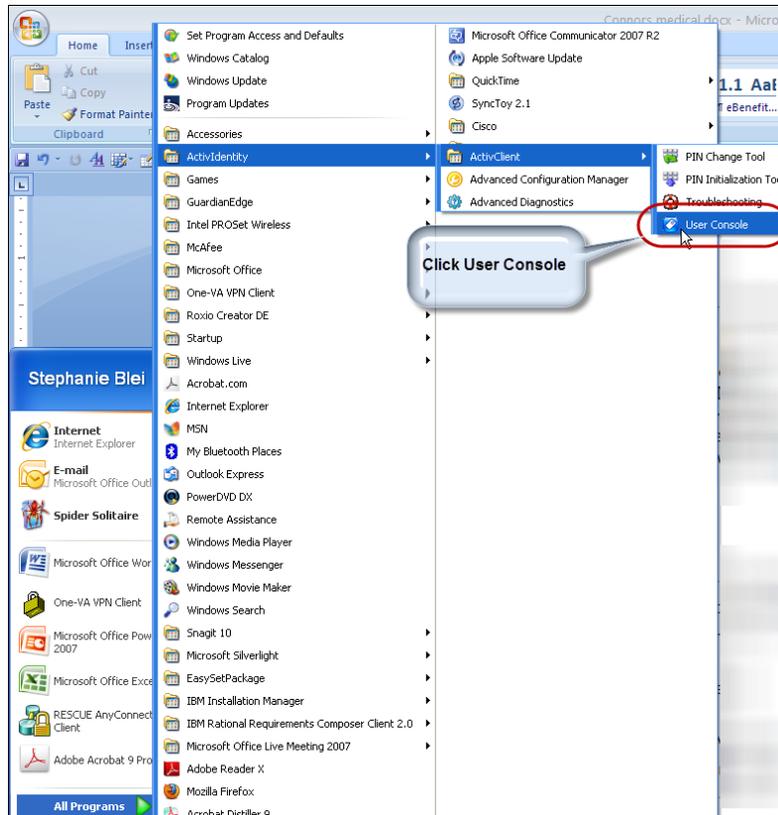
Veterans Relationship Management's (VRM) Stakeholder Enterprise Portal (SEP) provides a fully functional and secure entry point to web-based systems, information and services accessed on behalf of Veterans and the Department of Veterans Affairs (VA) by external stakeholders, business partners and service providers. SEP establishes a common enterprise identification and authentication service for VA internal and external stakeholders and provides a portal for the management of enterprise content for VA enterprise stakeholders.

This manual serves as a step-by-step guide for the various features of the system. It will be updated as new functionalities are made available. **For further information and other issues not covered in this user guide, please call the SEP dedicated support line at 1-855-225-0709 or work with the Change Management Agent (CMA) in your local Regional Office (RO).**

## 1.1 Hardware, Software and Identification Pre-Check

SEP requires specific hardware and software to operate correctly. The following requirements are necessary for all users of SEP. Note: Accredited users of SEP must have had the required security training and privacy training prior to using SEP.

1. Operating Systems: Windows XP or Windows 7
  - a. How to check: Right Click "My Computer" → Select "Properties"
2. Internet Browsers: Internet Explorer v9, v10, v11, Firefox and Google Chrome.
  - a. How to check: Open Internet Explorer. Click on "Tools" → Select "Help" → Select the "About" icon to display the version of IE running on system.
3. ActivIdentity (v 6.2 for Windows 7) card reading software (required only for users logging in with a PIV card):
  - a. How to check for this software: Select "Start" → Select "All Programs" → Look for "ActivIdentity" → Select "User Console" and double click to open program → Then from the title bar select "Help" → Select "About" and look for the version of software.

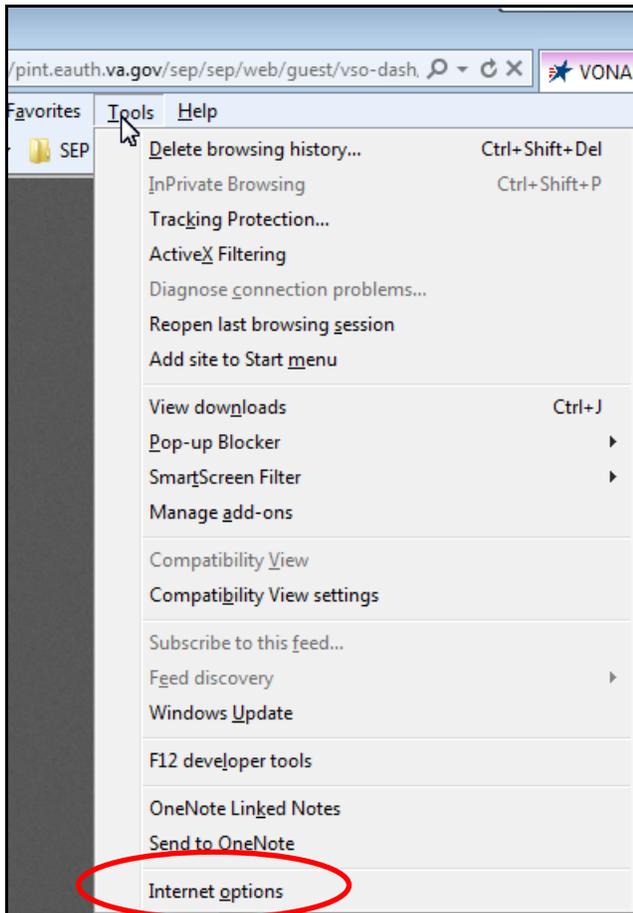


4. Valid Personal Identity Verification (PIV) card and Personal Identification Number (PIN) for the PIV Card (required only for users logging in with a PIV card)
5. PIV card reader, usually located either on side of laptop or, if using a desktop, there is usually a slot on the keyboard (required only for users logging in with a PIV card)
6. Identify your Office of General Counsel (OGC) Accreditation number. Directions to obtain your OGC accreditation number:
  - a. Proceed to the following URL: <http://www.va.gov/ogc/apps/accreditation/index.asp> and select the appropriate dialog box. Then enter your last name in the last name field and select the search button.
  - b. If you're in the OGC Database then you should be presented with your Accreditation Number (Labeled Registration Number on OGC search) when you click on your name. You will need to enter this Accreditation (registration) number in the OGC Accreditation field once you login to SEP.
  - c. If the the user is not in the OGC database, her or she must contact the OGC at [ogcaccrreditationmailbox@va.gov](mailto:ogcaccrreditationmailbox@va.gov).

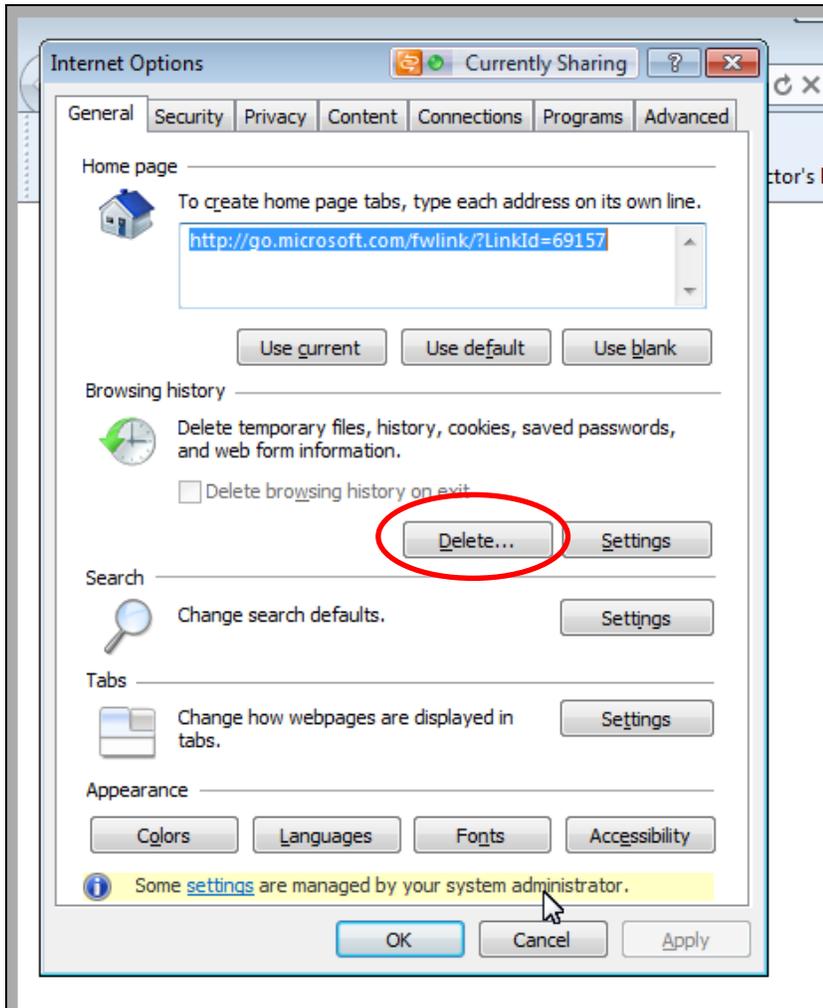
## 2.0 Instructions on how to clear your Cache

For security and privacy reasons, please clear your Internet Browser cache on a regular basis.

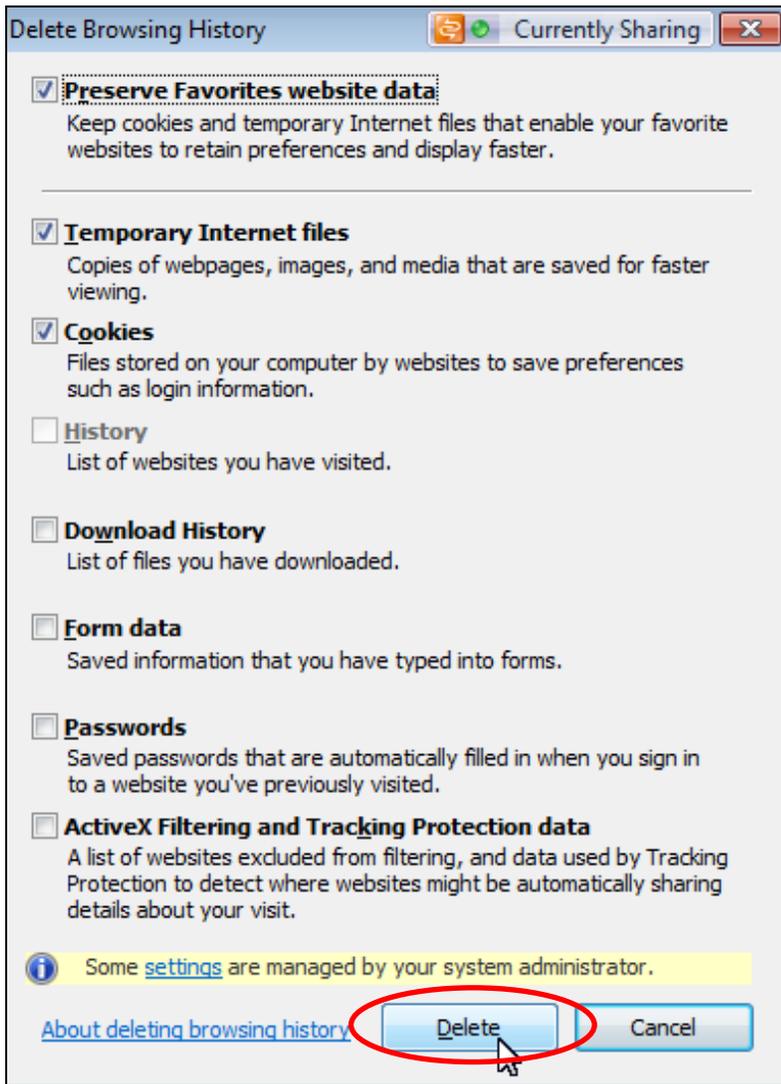
1. Open your Internet Explorer
2. Click on Tools from the top menu bar and access Internet Options.



3. Click Delete, which clears all the history, cookies and Cache



4. Select the check boxes for what you want to delete. Click delete.
  - a. If users are on the VA's secure network, there is no option to delete browser history.
  - b. If users are on an external network, select the check box next to browser history to delete.



5. Close the pop-up.

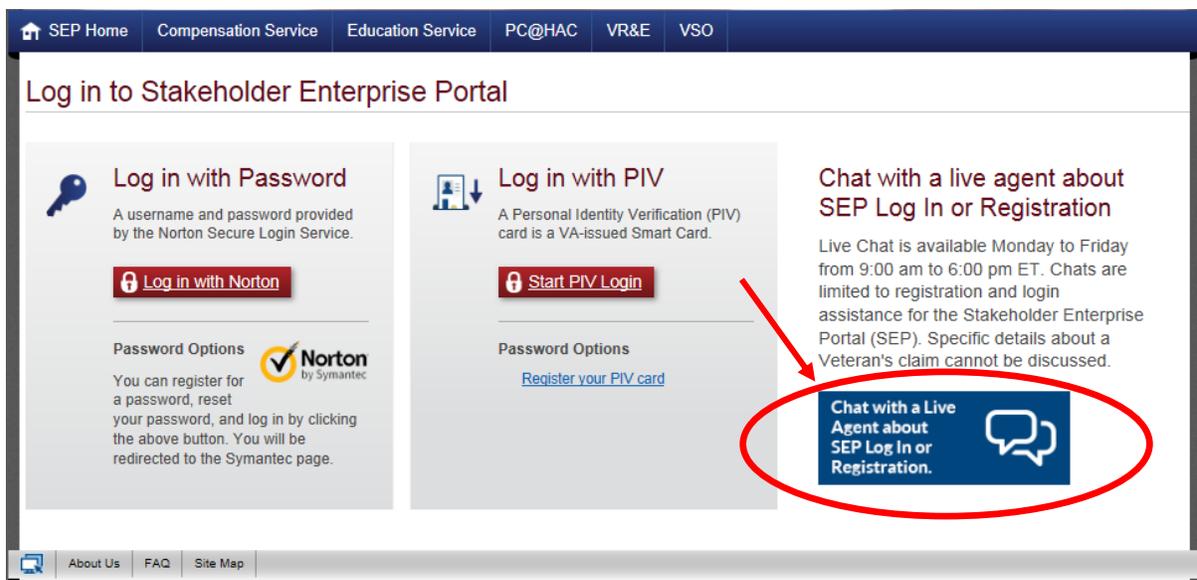
## 3.0 Account Creation & Log-In

Accredited users can create accounts using their Personal Identity Verification (PIV) cards or using the Norton Symantec Remote Identity Proofing process. Login procedures for process are detailed in this user guide or in the Norton Job Aid on the SEP website.

### 3.1 Unauthenticated Chat

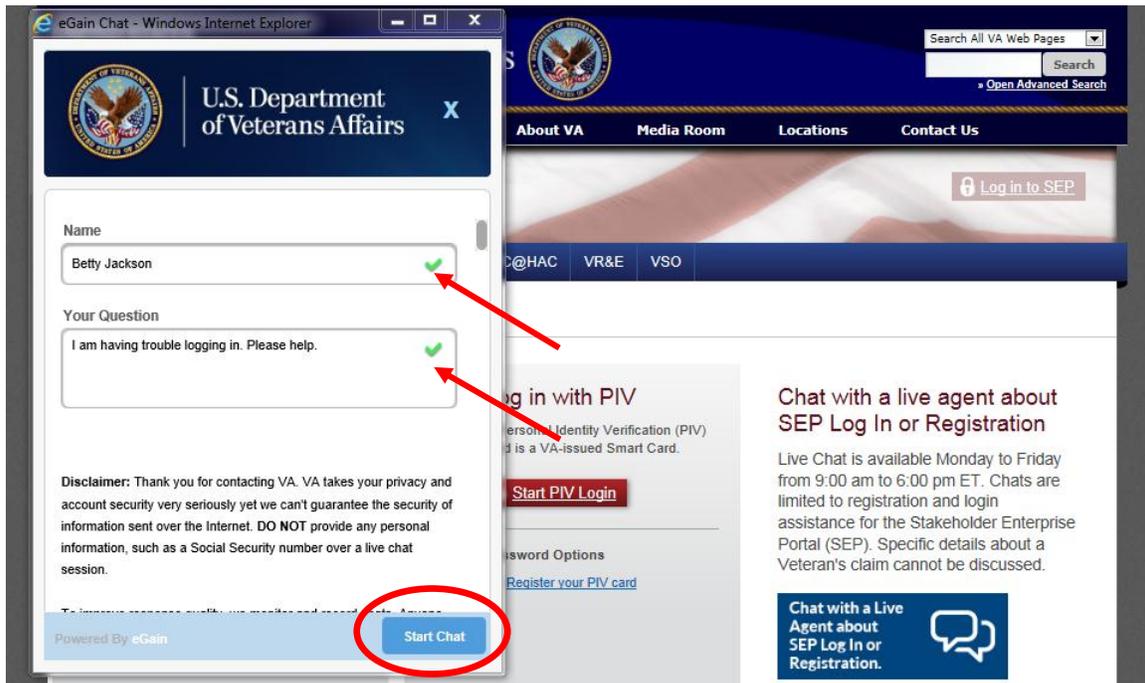
The chat feature allows any SEP user to communicate with the National Call Center agents directly during their session. Users may communicate through a chat window from the SEP home page. This feature allows the user to ask general questions, and is only available if the user is not logged in to SEP. Any sensitive or Personally Identifying Information should not be provided during the chat session.

1. When an SEP user selects a page on SEP where chat is an available option, the representative will be able to initiate a chat session with a National Call Center agent for assistance.
2. When accessing the log in page, click on the blue chat box.



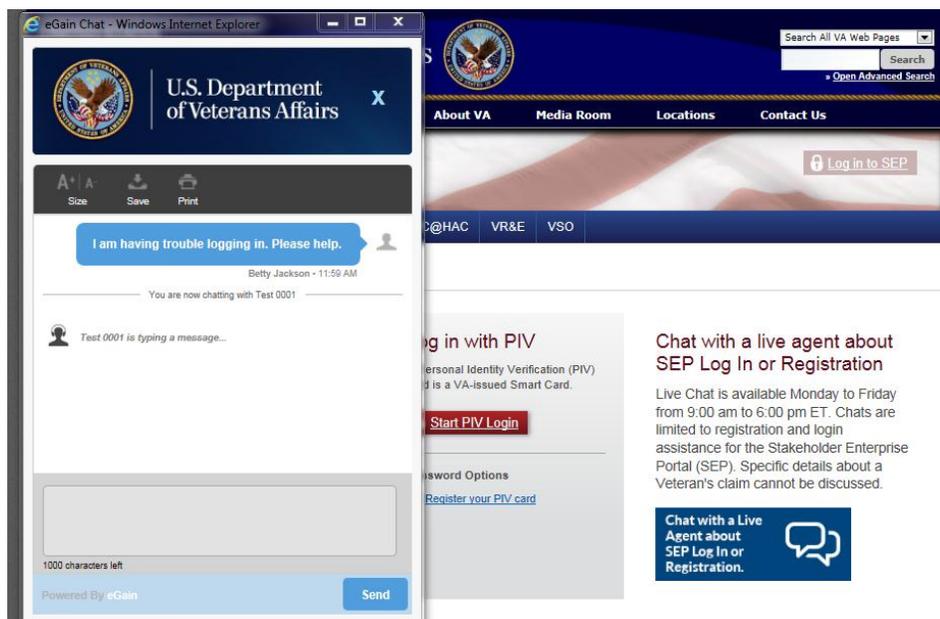
Access to Chat on SEP Login Screen

- a. A separate chat box will appear.

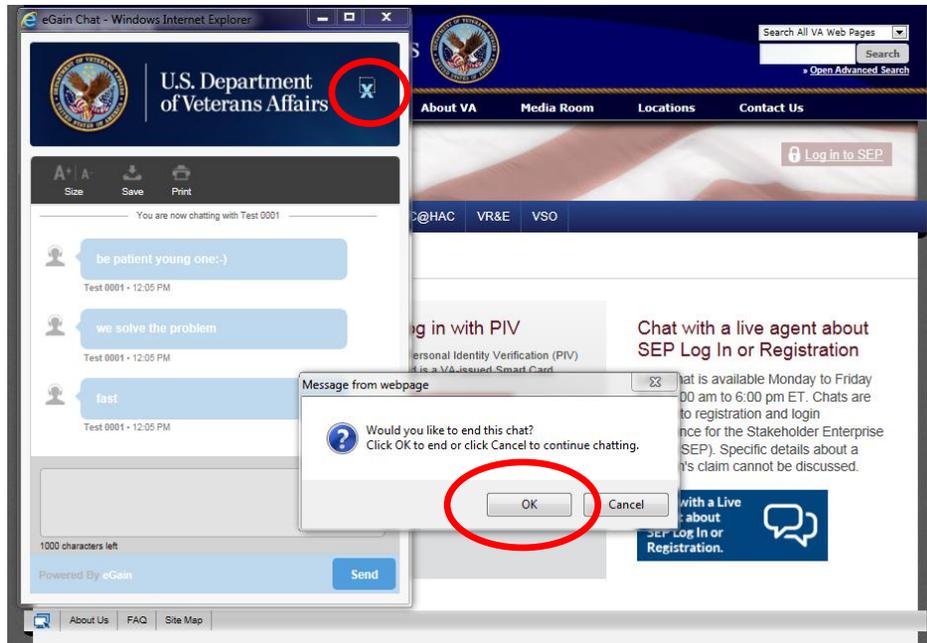


Stand Alone Chat Window

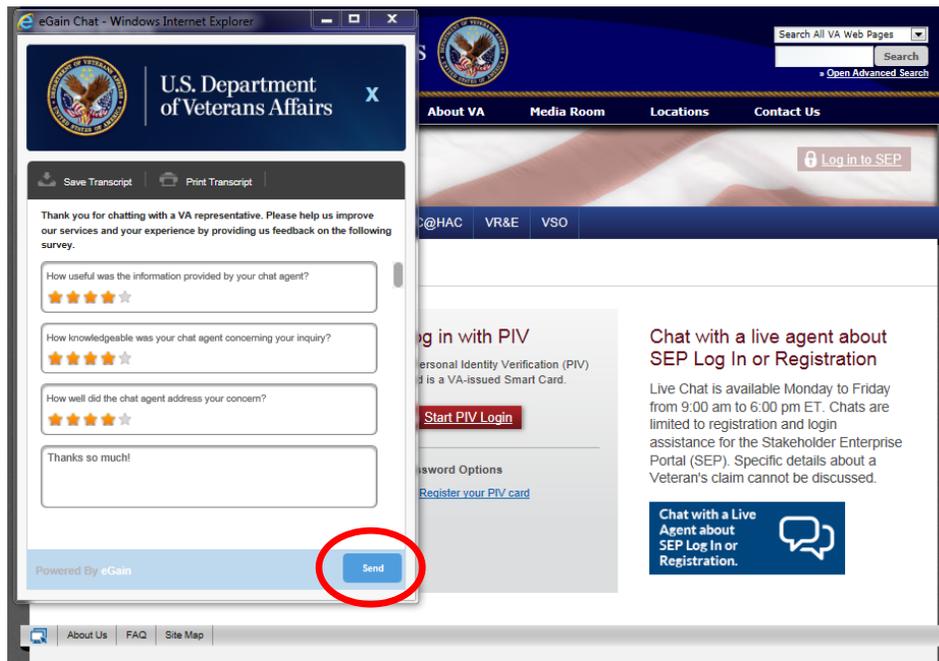
- 3. The user will enter his/her name and question in the pertinent text boxes and click 'Start Chat'.  
**NOTE:** Personal Identifying Information (PII) such as a social security number or date of birth cannot be entered into the chat window by the user or by the SEP chat agent.



- 4. A chat agent will receive the message and initiate contact.



5. When finished with the chat session, users can click the large 'X' at the top of the chat window.
6. SEP Users then click 'OK' to end the session.



### SEP Chat Survey

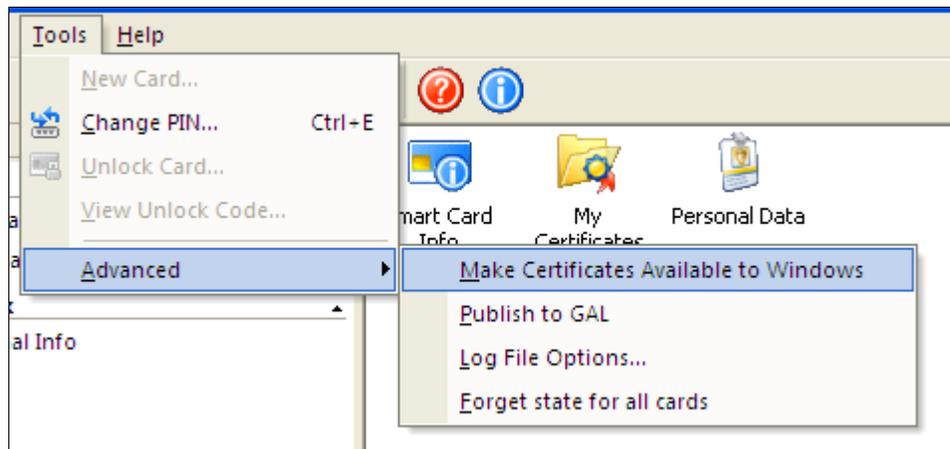
7. As a final step, the user will be asked to complete a survey and click 'Send.'

## 3.2 Register with PIV

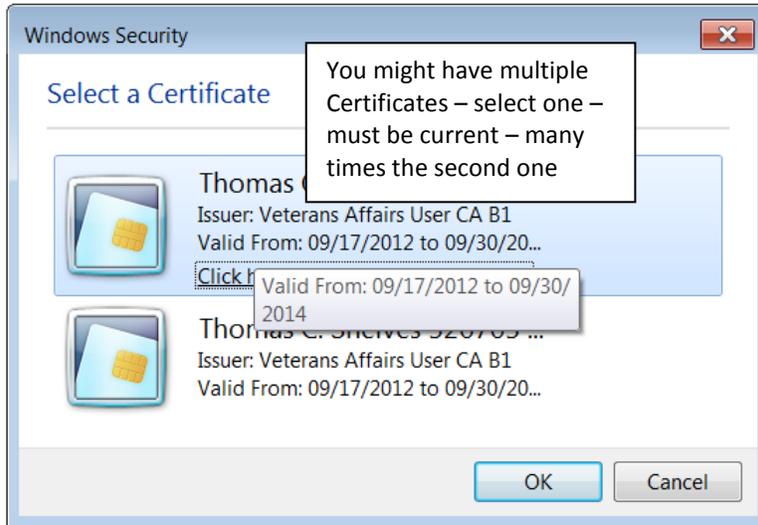
1. Ensure that your PIV card works prior to starting these steps. We suggest logging in with PIV or locking and unlocking system to ensure reader is working well with PIV and PIN.
2. Insert your PIV card into your card reader.
3. Launch ActivClient console from the Windows Start menu.



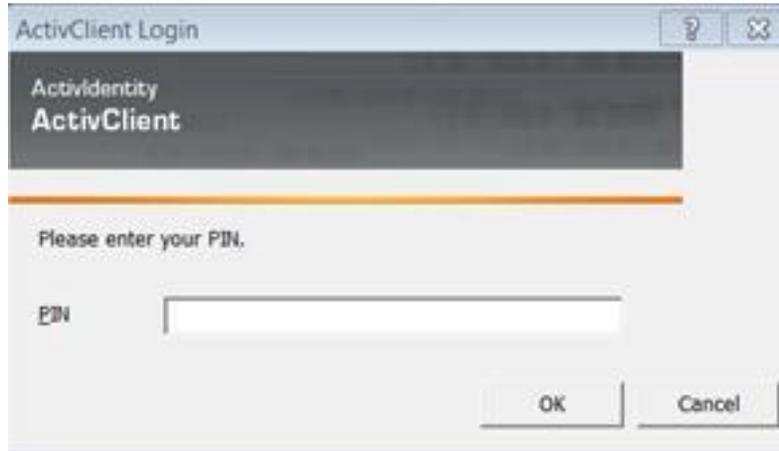
4. Click on "Tools" → "Advanced" → "Make Certificates Available To Windows."



5. Close ActivClient.
6. Launch Internet Explorer and go to <https://register.eauth.va.gov/>.
7. You will then be asked to choose the certificate (it must be a valid certificate date). When you hover over your name, it should say PIV Authentication Key. Select that Certificate and click "OK." Most users can pick the second one.
  - a. **Note:** Please do not choose the one with the ribbon on it. If you get an error with one certificate, select the other one.



8. You will need to enter your PIV PIN.



9. Click "Register Smart Card" on the right-hand side of the screen. After successful registration, your name will appear on the left-hand side of the page with a message that indicates that you have registered successfully.

The screenshot shows the top of the VA website with the header "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. A search bar is visible in the top right. Below the header is a navigation menu with links: Home, Register Smart Card, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us.

The main content area is divided into three columns:

- Left Column:**

**U.S. Department of Veterans Affairs PIV and DoD CAC Registration**

U.S. Department of Veterans Affairs PIV and DoD CAC Registration

**Your Name Appears Here**

You have successfully registered your VA PIV card for use with authorized VA applications.
- Middle Column:**

**WARNING NOTICE:**

**WARNING NOTICE:**

This site is intended for use by the public for viewing and retrieving public information only except as otherwise explicitly authorized. VA information resides on and transmits through computer systems and networks funded by VA; all use is considered to be understanding and acceptance that there is no reasonable expectation of privacy for any data or transmissions on Government networks or systems. See <http://www.va.gov/privacy> for further information on privacy. All transactions that occur on VA systems other than the viewing and downloading of information on VA websites may be subject to
- Right Column:**

**Register Smart Card**

  - Register Smart Card

**Smart Card CSP Logon**

  - Smart Card CSP Logon

**VA Help Desk**

  - VA Help Desk

10. Close Browser.

**\*\*Need to obtain ActivClient? See our FAQ on how to download ActivClient courtesy of the VA\*\***

**\*\*Need more help? Check out our Frequently Asked Questions (FAQ) on PIV Login\*\***

## 3.3 Register with Remote Identity Proofing: Obtain Symantec Credentials

1. In addition to using a PIV card, users can login to SEP with a credential provided by Symantec.
2. Open a new browser session and go to <https://www.sep.va.gov>.
3. Click on the login button. It should take you to the SEP login page.

### Login to Stakeholder Enterprise Portal

The screenshot shows the login page for the Stakeholder Enterprise Portal. It features two main login options:

- Login with Password:** A key icon is shown next to the text "Login with Password". Below it, it says "A username and password provided by the Norton Secure Login Service." A red box highlights the "Login with Norton" button. Underneath, there is a "Password Options" section with the Norton by Symantec logo and text: "You can register for a password, reset your password, and login by clicking the above button. You will be redirected to the Symantec page."
- Login with PIV:** A PIV card icon is shown next to the text "Login with PIV". Below it, it says "A Personal Identity Verification (PIV) card is a VA-issued Smart Card." A red button labeled "Start PIV Login" is visible. Underneath, there is a "Password Options" section with a bullet point: "Register your PIV card".

4. Select the Login with Norton option. It should open the Symantec/Norton Account Sign In Page.

**NOTE: To complete Norton registration process, please follow the instructions in the Symantec Credential User Guide, which is available on the FAQ page of SEP. Additionally, the link is:**

[https://www.sep.va.gov/sep/ecms-proxy/document/sep/Content/downloads/Norton\\_Symantec\\_Step-by-Step\\_Job\\_Aid.pdf](https://www.sep.va.gov/sep/ecms-proxy/document/sep/Content/downloads/Norton_Symantec_Step-by-Step_Job_Aid.pdf)

**\*\*Need more help? Check out our FAQ's on Norton Symantec Login\*\***

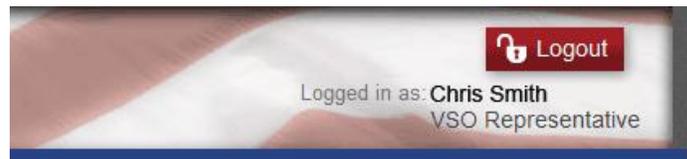
## 3.4 SEP User Login

1. Open a new browser session and go to <https://www.sep.va.gov>.
2. Click on the login button. You will be taken to the SEP login page.

### Login to Stakeholder Enterprise Portal

The screenshot shows the login page for the Stakeholder Enterprise Portal. It features two main login options side-by-side. The left option is 'Login with Password', which includes a key icon, a description of using Norton Secure Login Service, a 'Login with Norton' button, and 'Password Options' for Symantec. The right option is 'Login with PIV', which includes a PIV card icon, a description of VA-issued Smart Cards, a 'Start PIV Login' button (highlighted with a red box), and 'Password Options' for registering a PIV card.

3. You can either login with a PIV card or login with Symantec. If you login with a PIV card, SEP will ask you for your PIV credentials and PIN number via ActivClient; if you login through Symantec, you will be redirected to the Symantec login page where you will provide your credentials.
4. After successfully logging in with either a PIV or Symantec, the user is directed to the SEP web application as a logged-in user (based upon the user's credentials as a VSO, Claims Agent or Attorney), which will be reflected in the upper right hand corner of the SEP browser screen:



- The user is then presented with a dialog box. Select the user role from the drop down list box. The example here is for a VSO Representative:



**Welcome to SEP**  
Access to SEP is based on your role.

**What is your role?**

Please Select One... ▾  
Please Select One...  
VSO Representative  
EXIT

- A new dialog box should display.



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Search All VA web Pages

VA Home- QAZ Veteran Services Business About VA Media Room Locations Contact Us

SEP Stakeholder Enterprise Portal

Logged in as: ALLAN VERA 8, Guest Log out Return to AccessVA

**Welcome to SEP**

Provide your OGC Accreditation Number to begin the login process.

▼ Role Selected: VSO Representative, Attorney, or Claim Agent

What is your OGC Accreditation Number?  
26070  
Up to 7 digits required

Continue Registration Cancel

**Tools**

[Live Chat for Registration and Log In Difficulties](#)  
Live Chat is available Monday to Friday from 9:00 AM ET to 5:00 PM ET. Chats are limited to registration and login assistance for the Stakeholder Enterprise Portal (SEP). Specific details about a Veteran's claim cannot be discussed.

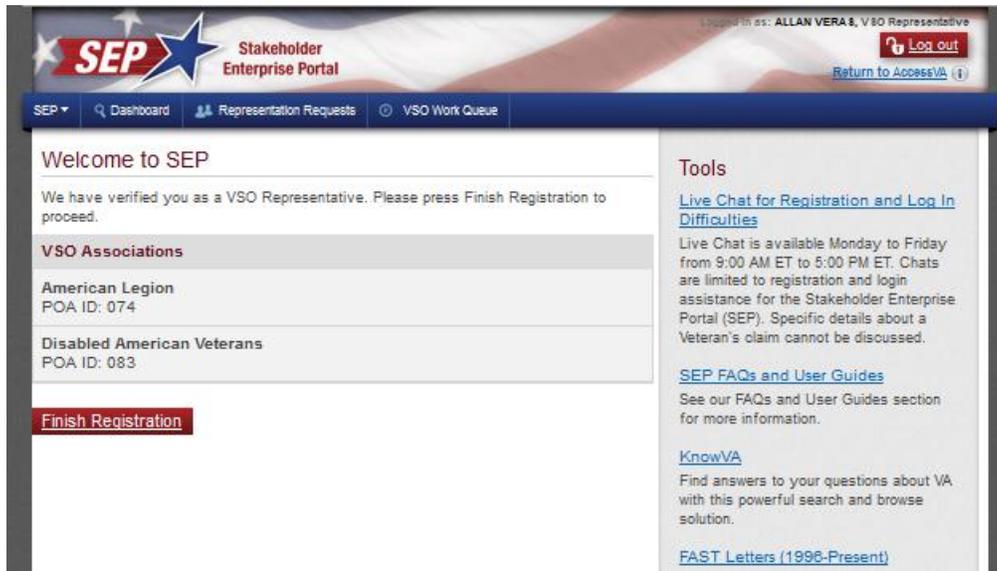
[SEP FAQs and User Guides](#)  
See our FAQs and User Guides section for more information.

[KnowVA](#)  
Find answers to your questions about VA with this powerful search and browse solution.

[FAST Letters \(1996-Present\)](#)

- Enter your OGC Accreditation (Registration) number.

- After selecting the “Continue Registration” button, you will be brought to a screen that displays all of your User Roles and POA associations.



- Click on the “Finish Registratoin” button.
- You will be brought to the Dashboard screen after logging in. This screen is also the Veteran Search Page. (In the upper right-hand corner of this page is the SEP dedicated phone number. Please call this number for additional help.)

SEP Stakeholder Enterprise Portal

Logged in as: Jacquelyn Rutland, Attorney

Log out

Return to AccessVA

SEP Dashboard

**Representative Dashboard**

**Search for Veterans**

Search for a Veteran using an identification number...

Social Security Number: 9 digits

File Number: Up to 9 digits, no dashes

Service Number: Up to 9 characters

Insurance Number: Up to 10 characters

And/or, provide a first name, last name, and date of birth.

If you fill in one of the name fields, you must provide a first name, last name, AND one of the following: date of birth or an identification number.

First: [Text Box] Middle: [Text Box] Last: [Text Box] Suffix: Select

Date of Birth: mm dd yyyy

Advanced Search Criteria

Search for Veterans Clear Form

**Tools**

VSO Dedicated Support Line  
1-855-225-0709 from 9:00am - 5:00pm ET

**VSO Resources**

VADIR Error?

A VADIR error is due to a mismatch of data in DEERS/VADIR. The data needs to be resolved. Please visit the [IRIS](#) and provide Veteran data and choose the topic SEP / POA. The receiving team will then troubleshoot the issue and provide you a response.

About Us | FAQ | Site Map

**\*\*Need more help? Check out our FAQ's on SEP Login\*\***

## 4.0 Managing 21-22s

1. Only accredited VSO users who have been designated to accept or decline 21-22 requests will be able to do so through SEP.
2. To search for, manage, and review incoming 21-22s, the accredited user selects the “Representation Requests” option in the navigation bar.



## 4.1 Search for 21-22s

1. From the 21-22 search screen, the accredited VSO User can enter a combination of criteria to search for 21-22s from Veterans who have requested his/her organization as a representative. To select multiple selections, hold the Ctrl key while clicking you selections.

A screenshot of the 'Representation Requests' search screen. The page has a dark blue header with navigation links: 'SEP', 'Dashboard', 'Representation Requests', and 'VSO Work Queue'. The main content area is titled 'Representation Requests' and contains a search form. The form has a sub-header 'Search For Representation Requests' and a note: 'Fields marked with an asterisk are required fields. For best results, please fill out all fields displayed.' There are three main sections: 1. 'Requested Organization\*' (select at least one) with a dropdown menu showing 'American Legion' and 'Disabled American Veterans'. 2. 'Request Status\*' (select at least one) with a dropdown menu showing 'Accepted', 'Declined', 'New', 'Pending', and 'Withdrawn POA'. 3. 'Claimant's Location Type' with radio buttons for 'Select All', 'Domestic', 'Military', and 'International'. At the bottom of the form is a red 'Find Requests' button. To the right of the search form is a 'Tools' section with contact information for the VSO Dedicated Support Line and a 'VSO Resources' section with a link to 'VADIR Error?' and a paragraph explaining the error.

- a. Requested Organization and Requested Status are required to conduct a search.

- b. If the user only represents one Organization, there will not be a select box for Requested Organization; the single Organization will already be selected.
- c. A search can be conducted for 21-22s in New, Pending, Accepted, or Declined status (non-Withdrawn); a search can also be conducted for Withdrawn POAs. To select multiple selections, hold the Ctrl key while clicking you selections.
- d. It is not possible to conduct a search that includes both of these types of search parameters (Withdrawn and non-Withdrawn).

**Request Status\*** (select at least one)

- Accepted
- Declined
- New
- Pending
- Withdrawn POA

- e. If searching for New, Pending, Accepted, or Declined 21-22s, the user can narrow by Domestic, Military, or International Locations. When one U.S. State is selected, the user can type in a city name (or multiple city names, separated by commas) to narrow the search. If selecting multiple states, hold the Ctrl button on the keyboard when selecting each state.

**Request Status\*** (select at least one)

- Accepted
- Declined
- New
- Pending
- Withdrawn POA

**Claimant's Location Type**

Select All

Domestic

Military

International

**Claimant's State/Territory\***

- Alabama
- Alaska
- American Samoa
- Arizona
- Arkansas

City/Metro Area

For multiple cities, include a comma between each city (e.g. Dallas, Houston). The maximum number of characters is 250.

- f. When searching by Military Location, user must select both the Claimant's Post office and Claimant's Postal Code. To select multiple selections, hold the Ctrl key while clicking you selections.

**Claimant's Post Office\***    **Claimant's Postal Code\***

APO    AA  
FPO    AE  
DPO    AP

 **Find Requests**

- g. When searching Internationally, users may search by the Claimant's Country. Hold the Ctrl key to select multiple countries, or click "Select All" to select all International Requests. To select multiple selections, hold the Ctrl key while clicking you selections.

**Claimant's Location Type**

Select All  
 Domestic  
 Military  
 International

**Claimant's Country\***

Afghanistan  
Albania  
Algeria  
Angola  
Anguilla

 **Find Requests**

- h. If valid criteria are met (as defined above), a set of either 21-22s or Withdrawn POAs will be returned and shown.

### Request Search Results

Save This Search

Showing 1-3 of 3 Veteran Search Results

Veteran/Claimant Info	Date Received	Status	Limitations of Consent
Little, Thomas J Claimant: Self Fairfax, VA 22031	01/29/2013	Pending	None
Reynolds, Alberto Claimant: Self Baltimore, MD 21284	01/18/2013	Pending	None
Montgomery, Terrence Faustino Claimant: Self FAIRFAX, VA 22030	01/29/2013	Pending	None

- i. For 21-22s, information about the Veteran, Claimant, and whether or not there are limitations of consent is indicated. If a VSO decision was made, the responsible VSO representative name is listed along with the decision date.
- j. Clicking the Veteran name will open the 21-22 Detail page.
- m. For Withdrawn POAs, only Veteran and Claimant information is provided; there is no detail or even a detail page. POA is considered withdrawn when a Veteran removes the organization as POA or requests POA through another organization.

### Request Search Results

Save This Search

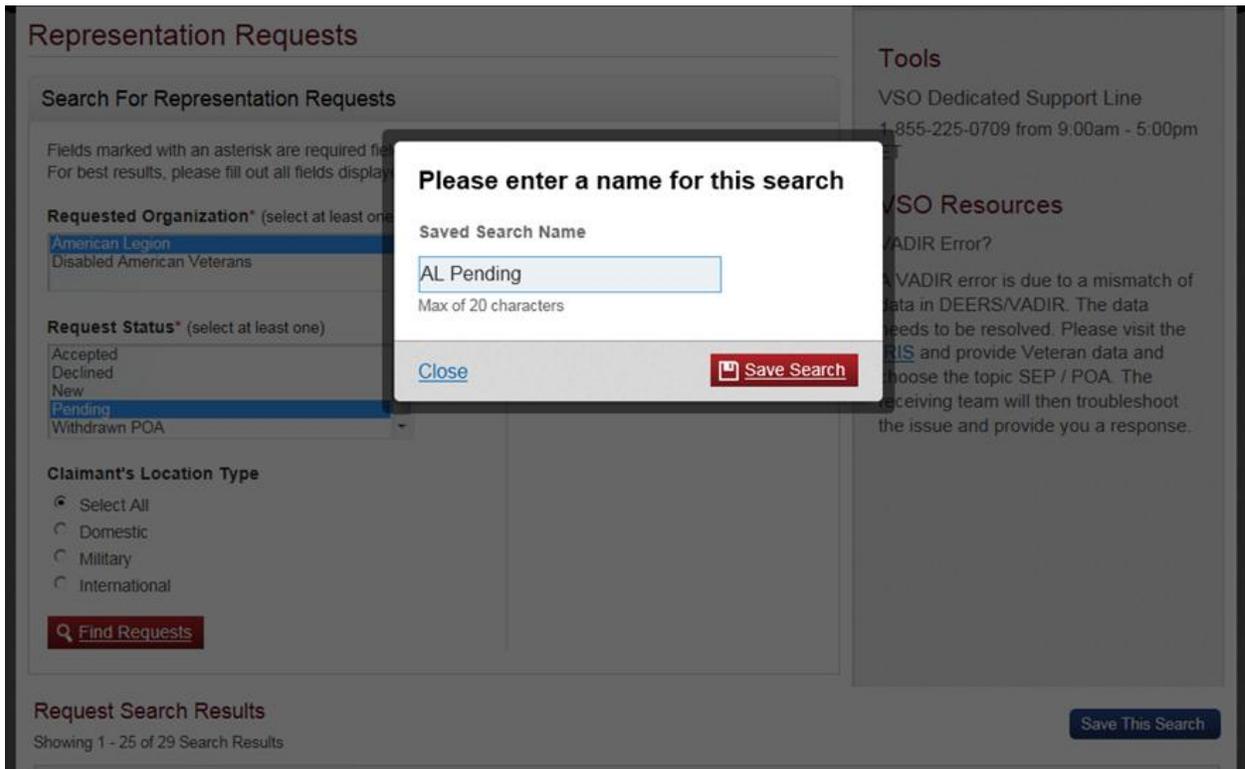
Showing 1-2 of 2 Veteran Search Results

Veteran/Claimant Info	Date Received	Status	Limitations of Consent
Russell, Jose Gary Claimant: (Self) Address	NA	Withdrawn Withdrawn on 01/29/2013	NA
Little, Thomas J Claimant: (Self) Address	NA	Withdrawn Withdrawn on 01/29/2013	NA

- n. In the event that there are many 21-22 search results, there are links to open more pages below the table of search results.

## 4.2 Save a Search/Recall Saved Search

- 1. Accredited VSO Users might find it helpful to save frequently used searches for later.
  - a. After running a search, selecting the 'Save this search' option will allow users to name their particular search and save it to the list of saved searches.



- b. Up to ten searches can be saved per user and these searches are only visible to the VSO representative that saved the search.

### Use a Saved Search

Select a link below to populate the search form with previously saved search criteria.

- [AL Accepted](#)
- [AL Pending](#)

- c. To recall the parameters of a saved search, select the saved search on the right of the search form.
- d. The search form will now be populated with the saved search criteria and the user can simply run their search without entering the criteria.

Fields marked with an asterisk are required fields.  
For best results, please fill out all fields displayed.

**Requested Organization\*** (select at least one)

American Legion  
Disabled American Veterans

**Request Status\*** (select at least one)

Accepted  
Declined  
New  
Pending  
Withdrawn POA

**Claimant's Location Type**

Select All  
 Domestic  
 Military  
 International

**Use a Saved Search**

Select a link below to populate the search form with previously saved search criteria.

[AL Accepted](#)  
[AL Pending](#)

- 2. Saved searches can be deleted by hovering near the saved search name and selecting the Delete option. This is helpful when the list of saved searches is approaching the specified limit of ten searches.

## 4.3 View 21-22 Detail

1. The detail of a 21-22 can help the Accredited VSO User make a decision. Information on the detail page includes: Veteran information, Claimant Information, Limitations of Consent, Address Update Authorization, etc.

### Detail for: 6/30/2012 New Request Capone, Anthony Jay requesting AMVETS

Action:	<input type="button" value="ACCEPT REQUEST"/>	-or-	<input type="button" value="DECLINE REQUEST"/>	<a href="#">Go back to search results</a>
<b>Claim Information</b>				
Date Request Received	6/30/2012			
Request Status	New			
Sharing of PHI	Not Authorized			
Limitations of Consent	Drug Abuse, Infection with HIV, Sickle Cell Anemia			
Change of Address	Not Authorized			
<b>Veteran Information</b>				
Veteran Name	Capone, Anthony Jay			
VA File Number	XX-XXX-123			
Social Security Number	XXX-XX-1234			

**Viewing History**  
You are the first VSO Representative to view this request.

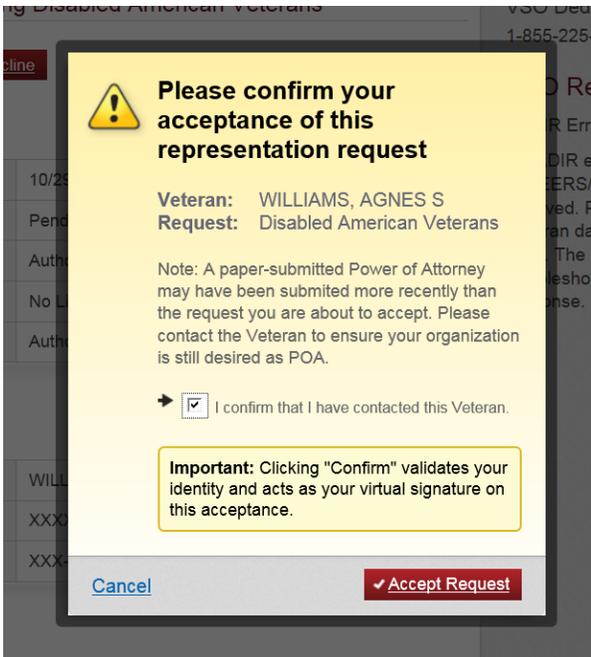
- a. The status of the 21-22 is very important.
- b. A 'new' status indicates that the user is the first to view this new 21-22 (no prior user has looked at the details).
- c. A 'pending' status indicates that other users have reviewed the 21-22 but did not make a decision on it.
- d. The 'accepted' and 'declined' statuses are self-explanatory. With each of these, the user that made a decision is listed, as well as the date and time of the decision.

## 4.4 Accept or Decline 21-22

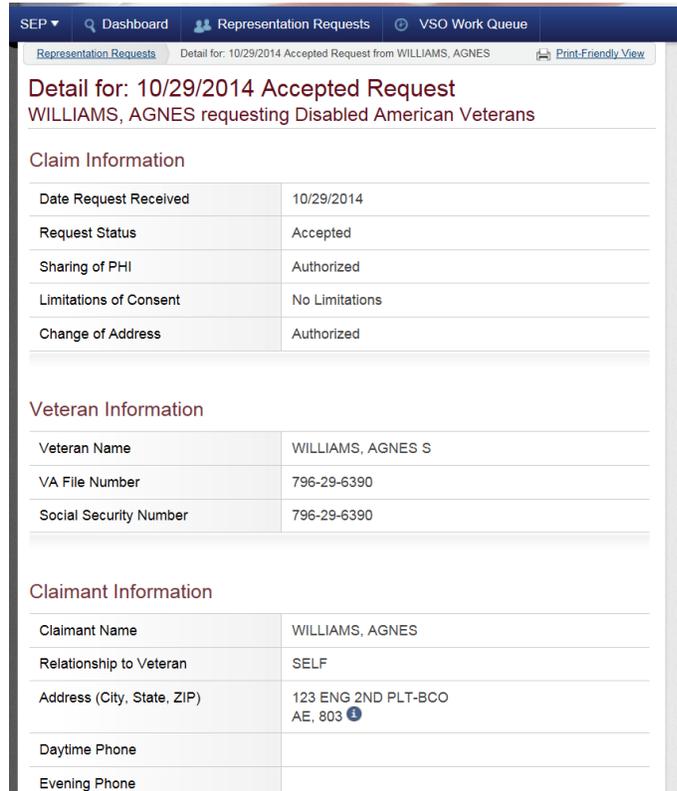
1. Only VSO users that are authorized to accept or decline 21-22s on behalf of their organization are able to see the “Accept” and “Decline” buttons at the top of the 21-22 detail screen.
2. To accept or decline a 21-22, select one of the options at the top of the detail screen.



- a. To accept a 21-22, select the ‘Accept’ option at the top of the detail screen.



3. Note: Clicking the “Confirm” option validates the user’s identity of and acts as the user’s virtual signature on this acceptance.



- a. After confirming the acceptance of the 21-22, the detail page will reload and show the new status, as well as the Veteran’s File Number and SSN
- b. SEP will notify the Veteran in the Secure Messaging center of their eBenefits account that their 21-22 request was accepted.
- c. The user can now return to the 21-22 search results screen and evaluate other 21-22 requests.

- To decline a 21-22, select the 'Decline' option at the top of the detail screen.



- A reason for why this 21-22 is declined must be specified by the VSO representative. After entering a reason, the VSO can confirm the decline action.

A screenshot of a confirmation dialog box. The title is "Please confirm your declination of this representation request." Below the title, it shows "Veteran: Capone, Anthony Jay" and "Requesting: AMVETS". There is a section labeled "Reason:" with a large text input field below it. Below the input field, it says "Required field." At the bottom of the dialog, there are two buttons: "Cancel" and "CONFIRM".

- After confirming the decline action on the 21-22, the detail page will reload and show the new status.
  - NEW:** SEP will now be able to notify the Veteran in the Secure Messaging center of their eBenefits account that their 21-22 request was declined.
  - The VSO Representative can now return to the 21-22 search results screen and evaluate other 21-22 requests.

**\*\*Need more help? Check out our FAQ's on accepting and rejecting 21-22's \*\***

## 5.0 SEP Dashboard

After successfully logging in, the user is automatically directed to the **Search for Veterans page**, also known as the SEP Dashboard. As a VSO user, the SEP VSO Representative Dashboard will look like this:

The screenshot shows the VSO Representative Dashboard. At the top, it says "SEP Stakeholder Enterprise Portal" and "Logged in as: Betty Jackson VSO Representative". The dashboard has a navigation bar with "SEP", "Dashboard", "Representation Requests", and "VSO Work Queue". The main content area is titled "VSO Representative Dashboard" and contains a "Search for Veterans" section. This section includes a search prompt "Search for a Veteran using an identification number..." and four input fields: "Social Security Number" (9 digits), "File Number" (Up to 9 digits, no dashes), "Service Number" (Up to 9 characters), and "Insurance Number" (Up to 10 characters). Below these are fields for "First", "Middle", "Last", and "Suffix" (with a "Select" dropdown), and a "Date of Birth" field (mm dd yyyy). There is an "Advanced Search Criteria" link and a "Search for Veterans" button. The right sidebar contains "Tools" (VSO Dedicated Support Line: 1-855-225-0709 from 9:00am - 5:00pm ET) and "VSO Resources" (VA Contact Information, Facility listings by state, etc.).

As an Attorney or Claim Agent User, the Representative Dashboard will look like this:

The screenshot shows the Representative Dashboard for an Attorney or Claim Agent User. At the top, it says "SEP Stakeholder Enterprise Portal" and "Logged in as: Jacquelyn Rutland, Attorney". The dashboard has a navigation bar with "SEP", "Dashboard", and "Return to AccessVA". The main content area is titled "Representative Dashboard" and contains a "Search for Veterans" section. This section includes a search prompt "Search for a Veteran using an identification number..." and four input fields: "Social Security Number" (9 digits), "File Number" (Up to 9 digits, no dashes), "Service Number" (Up to 9 characters), and "Insurance Number" (Up to 10 characters). Below these are fields for "First", "Middle", "Last", and "Suffix" (with a "Select" dropdown), and a "Date of Birth" field (mm dd yyyy). There is an "Advanced Search Criteria" link and a "Search for Veterans" button. The right sidebar contains "Tools" (VSO Dedicated Support Line: 1-855-225-0709 from 9:00am - 5:00pm ET) and "VSO Resources" (VADIR Error? A VADIR error is due to a mismatch of data in DEERS/VADIR. The data needs to be resolved. Please visit the IRIS and provide Veteran data and choose the topic SEP / POA. The receiving team will then troubleshoot the issue and provide you a response.).

## 5.1 Veteran Search

Veteran Search enables users to search for a Veteran using additional search criteria; this enables them to locate the specific person for whom they have POA authority to represent, in order to manage VA-related business.

1. From the SEP Dashboard screen, enter the Veteran’s Social Security Number, File Number, Service Number or Insurance Number. Only one is necessary.
  - a. If valid criteria are met, a Veteran record from the web service and several data elements for the Veteran will be returned.

The screenshot displays the 'VSO Representative Dashboard' with a search form for veterans. The form includes fields for Social Security Number (9 digits), File Number (up to 9 digits, no dashes), Service Number (up to 9 characters), and Insurance Number (up to 10 characters). Below these are fields for First, Middle, Last, and Suffix (with a dropdown menu), and a Date of Birth field (mm, dd, yyyy). A section for 'Advanced Search Criteria' is visible, along with 'Search for Veterans' and 'Clear Form' buttons. The dashboard also features a 'Tools' section with the VSO Dedicated Support Line (1-855-225-0709) and 'VSO Resources' including a link to 'VA Contact Information'.

2. Users will click the ‘**Advanced Search Criteria**’ if they need more options to find a Veteran. The Advanced Search Criteria option provides additional search criteria fields.

**Note:** There are fields that have been added such as Service Number, Insurance Number, First, Middle, Last and Date of Birth.

SEP Stakeholder Enterprise Portal

Logged in as: Betty Jackson  
VSO Representative

SEP Dashboard Representation Requests VSO Work Queue

### VSO Representative Dashboard

#### Search for Veterans

Search for a Veteran using an identification number...

Social Security Number:  (9 digits)

File Number:  (Up to 9 digits, no dashes)

Service Number:  (Up to 9 characters)

Insurance Number:  (Up to 10 characters)

And/or, provide a first name, last name, and date of birth.  
If you fill in one of the name fields, you must provide a first name, last name, AND one of the following: date of birth or an identification number.

First:  Middle:  Last:  Suffix:  Select

Date of Birth:  /  /  (mm dd yyyy)

Advanced Search Criteria

**Search for Veterans** Clear Form

Tools  
VSO Dedicated Support Line  
1-855-225-0709 from 9:00am - 5:00pm ET

VSO Resources  
[VA Contact Information](#)  
Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program Locator and Gravesite Locator.

About Us FAQ Site Map

3. After users enter the information as prompted by the screen instructions, they click '**Search for Veterans**'.
4. If they choose '**Clear Form**', all information entered in the fields is automatically cleared, and the user remains on the Dashboard screen.

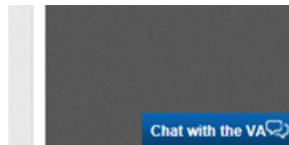
**\*\*Need more help? Check out our FAQ's on Veteran searches \*\***

## 5.2 Authenticated chat

The chat feature allows any SEP user to communicate with the National Call Center agents directly during their session. Users may communicate through a chat within the SEP Portal. This feature allows the user to ask any questions regarding the Veteran that they have pulled up. Note that users must have a Veteran pulled up in the Dashboard to initiate a chat. Once in a chat, users may only ask questions referring to that Veteran. In order to initiate an authenticated chat about another Veteran, users must exit the chat they are currently in, pull up the new Veteran, then initiate a chat. See Directions below on how to initiate a chat.

**NOTE: Do not pass Personally Identifiable Information (PII) through the chat box. The Call Center Agent that you work with will already have the Veteran’s information available once a chat is initiated.**

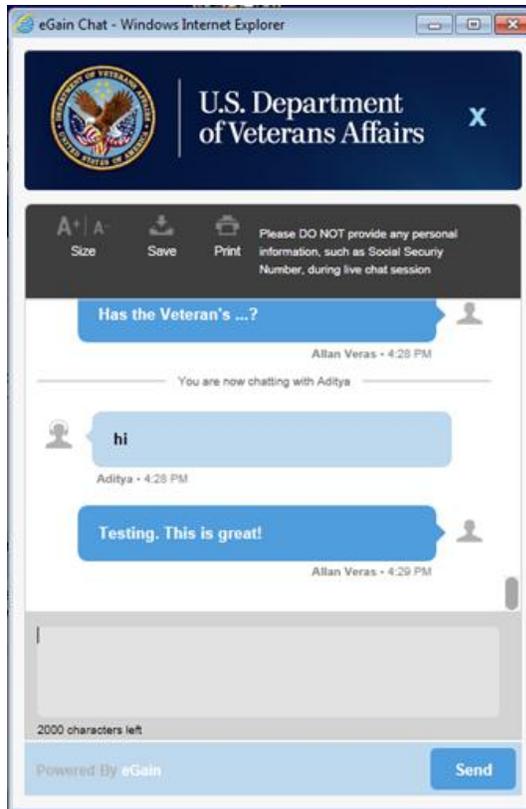
1. Once you have a Veteran’s Record pulled up in the Representative Dashboard, click the “Chat with the VA” blue icon on the bottom right of your screen.



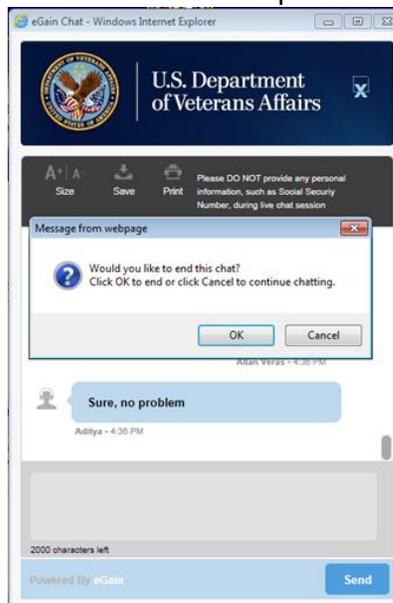
2. A window will appear to initiate a chat with a Call Center Agent. Type your name and your question in the window, then click “Start Chat”. **NOTE: Do not type any Personally Identifiable Information about the Veteran in the question box. The Call Center Agent that you chat with will already have this information available to them.**

A screenshot of a web browser window titled "eGain Chat - Windows Internet Explorer". The window displays a chat interface for the U.S. Department of Veterans Affairs. At the top left is the VA seal, and to its right is the text "U.S. Department of Veterans Affairs" with a close button (X). Below this is a form with two input fields: "Name" and "Your Question". Under the "Your Question" field is a "Disclaimer" paragraph: "Disclaimer: Thank you for contacting VA. VA takes your privacy and account security very seriously yet we can't guarantee the security of information sent over the Internet. DO NOT provide any personal information, such as a Social Security number over a live chat session." At the bottom of the form, there is a "Start Chat" button and a small note: "To improve response quality, we monitor and record chats. Anunne". The footer of the window says "Powered By eGain".

3. You will then be sent to a chat room with a live agent



4. To end the chat, click the “X” in the blue panel at the top of the screen



## 5.3 Claim Status & Document Upload

1. An SEP user is allowed to view the Claim Status of Veterans who have granted them Power of Attorney (POA). A Veteran must also have authorized the VSO, Attorney, or Claim Agent to view health information via VA Form 21-22.
  - a. To see the Claim Status of an individual, the approved Representative selects the “View Claim Status” option from the “Actions” drop-down menu. The “Actions” drop-down menu is found in the “Veteran Search Results.”

The screenshot displays a search result for a veteran named Brandon Buckley. The search criteria are set to 'Showing 1 Search Result'. The table below shows the search results:

Name	Birthdate	SSN	Location	Represented Through	Veteran Actions
Buckley, Brandon	02/15/1974	XXX-XX-0124	WICHITA, KS	American Legion	Actions

The 'Actions' dropdown menu is open, showing the following options:

- Access Online Forms » View VA Form 21-526, 21-688c & more
- View Claim Status » Review status of open & historical claims
- View Payment History » Review accepted & returned payments

The page also includes a 'VA Contact Information' sidebar with facility listings and a footer with navigation links such as 'VA Home', 'Privacy', 'FOIA', 'Facility Locator', 'Web Policies', 'Notices', 'No FEAR Act', 'Inspector General', and 'KnowVA'. The footer also mentions 'U.S. Department of Veterans Affairs - 810 Vermont' and 'Reviewed/Updated Date:Not'.

- b. The system presents a default Claim Status page. A current summary of open claims is displayed as well as historical claims, if they are available.

SEP Dashboard Representation Requests VSO Work Queue

Currently Representing: OLIVER, ANDRE SSN: XXX-XX-0489 Location: Florence Represented Through: Disabled American Veterans

Dashboard Print-Friendly View

### Claims Status Summary for OLIVER, ANDRE

#### Claims Status Process

Claim Received Under Review Gathering of Evidence Review of Evidence Preparation for Decision Pending Decision Approval Preparation for Notification Complete

**i** If a new claim is submitted while an existing claim is pending, any new information will be consolidated with the pending claim. The new claim will then be marked as Complete and moved to Historical Claims with no further action required.

#### Open Claims

Date Initiated	Status	Type	Updates	Actions
<a href="#">12/18/2014</a>	UNDER REVIEW			<a href="#">Upload Documentation</a> <a href="#">DBQs Recommended</a>
<a href="#">12/11/2014</a>	UNDER REVIEW			<a href="#">Upload Documentation</a>
<a href="#">11/18/2014</a>	CLAIM RECEIVED			<a href="#">Upload Documentation</a>

[Show All Items](#) You have 7 additional items not currently displayed.

#### Historical Claims

This section will show claims that were closed on or after January 1, 2008. If you have a question concerning a claim that was closed prior to this date, contact VA at 1-800-827-1000, Monday-Friday, 8am to 9pm EST. You can also [submit questions to VA](#) using IRIS, VA's Inquiry Routing & Information System, and you will receive a personal response within five business days.

2. Users may have to click the “Show All Items” hyperlink to view a list of all Open Claims.

- The items highlighted in yellow are urgent or past due. Click the date of the claim to bring up its status.

### Open Claims

Date Initiated ^	Status ◇	Type ◇	Updates	Actions
<a href="#">12/18/2014</a>	UNDER REVIEW			<a href="#">Upload Documentation</a> <a href="#">DBQs Recommended</a>
<a href="#">12/11/2014</a>	UNDER REVIEW			<a href="#">Upload Documentation</a>
<a href="#">11/18/2014</a>	CLAIM RECEIVED			<a href="#">Upload Documentation</a>
<a href="#">09/09/2014</a>	GATHERING OF EVIDENCE	Compensation	Evidence Needed from You Evidence Requested Is Past Due Development Letter Sent	<a href="#">Upload Documentation</a> <a href="#">View Required Evidence</a>
<a href="#">08/28/2014</a>	UNDER REVIEW			<a href="#">Upload Documentation</a> <a href="#">DBQs Recommended</a>
<a href="#">08/28/2014</a>	CLAIM RECEIVED	Dependency		<a href="#">Upload Documentation</a>
<a href="#">08/27/2014</a>	UNDER REVIEW			<a href="#">Upload Documentation</a> <a href="#">DBQs Recommended</a>
<a href="#">06/26/2014</a>	GATHERING OF EVIDENCE	Compensation	Evidence Needed from You Development Letter Sent	<a href="#">Upload Documentation</a> <a href="#">View Required Evidence</a>
<a href="#">06/26/2014</a>	CLAIM RECEIVED	Dependency		<a href="#">Upload Documentation</a>
<a href="#">06/26/2014</a>	CLAIM RECEIVED	Compensation		<a href="#">Upload Documentation</a>

[Show Fewer Items](#)

### Historical Claims

This section will show claims that were closed on or after January 1, 2008. If you have a question concerning a claim that was closed prior to this date, contact VA at 1-800-827-1000, Monday-Friday, 8am to 9pm EST. You can also [submit questions to VA](#) using IRIS, VA's Inquiry Routing &

4. Under “Supporting Documentation,” click “Documents Required” to view a list of documents which have been requested and to upload the documentation.

The screenshot shows the VA Compensation & Pension Claim Status page for OLIVER ANDRE. The page includes a navigation bar with 'SEP', 'Dashboard', 'Representation Requests', and 'VSO Work Queue'. The header displays 'Currently Representing: OLIVER ANDRE', 'SSN: XXX-XX-0489', 'Location: Florence', and 'Represented Through: Disabled American Veterans'. The main heading is 'Compensation & Pension Claim Status'. Below this is a 'Return to Claims Summary' link. The 'Status of Your Claim' section provides details: 'Received: 09/09/2014 (Compensation)', 'Estimated Completion Date: At this time, your Regional Office is unable to provide an estimated completion date for this type of claim.', 'Disabilities Claimed: tinnitus (New), PTSD (New)', 'Your Designated Representative for VA Claims: DISABLED AMERICAN VETERANS', and 'Current Status: Gathering of Evidence'. A 'Show Mail or Fax Info' link is also present. To the right, the 'Ask VA to Decide Your Claim' section explains that a request can be made for an evaluation as soon as possible if no other evidence is provided, and includes a 'Request a Claim Decision' link. At the bottom, the 'Supporting Documentation' section has two tabs: 'Documents Required (2)' and 'Documents Received'.

5. A list of Requested Documents will appear, along with their status.

### Optional Documents

Submit any additional documents you would like to support your claim. This may include any documents that were requested of you when you submitted your application for this claim.

Optional Documents will appear on the Documents Received tab, once they are reviewed by VA.

[Upload Documents](#)

### Request 1

Due Date: 01/18/2015    Status: ● Needed    From: You    [Upload Documents](#)

We need evidence showing that the following condition(s) existed from military service to the present time:

Supporting documents uploaded before January 25, 2015 are not displayed. You can [view submitted evidence](#) received and viewed by VA.

### Request 2

Due Date: 01/18/2015    Status: ● Needed    From: You    [Upload Documents](#)

Send verification that you engaged in combat. Below is a list of individual decorations that will be considered substantiating evidence.

Air Force Achievement Medal with "V" Device  
Air Force Combat Action Medal  
Air For...

[View More](#)

Supporting documents uploaded before January 25, 2015 are not displayed. You can [view submitted evidence](#) received and viewed by VA.

### Request 3

Due Date: 11/22/2014    Status: ● Submitted, Awaiting Review    From: Not Available    [Upload Documents](#)

Medical evidence from non-VA hospital

Supporting documents uploaded before January 25, 2015 are not displayed. You can [view submitted evidence](#) received and viewed by VA.

Outpatient treatment records from Personal Physician: PMEDs from Baptist Health.pdf Submitted on: 12/17/2014

### Request 4

Date Reviewed: 12/19/2014    Status: ● Initial Review Complete    [Upload Documents](#)

We need specific details of the combat related incident(s) that resulted in post traumatic stress disorder (PTSD). It is important that you read the following information and respond to our request within 30 days from the date of this ...

[View More](#)

Supporting documents uploaded before January 25, 2015 are not displayed. You can [view submitted evidence](#) received and viewed by VA.

### Request 5

Date Closed: 12/19/2014    Status: ● No Longer Requested    [Upload Documents](#)

Secondary disability

Supporting documents uploaded before January 25, 2015 are not displayed. You can [view submitted evidence](#) received and viewed by VA.

6. Click "Upload Document" to upload requested documentation.

7. The Request from which you clicked the upload button will be checked by default. You may select any additional Request(s) that may be fulfilled by this upload, then click “Select file(s) to upload.”

Currently Representing: OLIVER, ANDRE    SSN: XXX-XX-0489    Location: Florence    Represented Through: Disabled American Veterans

## Compensation and Pension Claim Status

[Return to Claims Summary](#)   [Return to your claim received on 09/09/2014 \(Compensation\)](#)

### Upload Documents for Request 1

#### Instructions

Select the file(s) to upload for this request.

There are restrictions on the size and type of file that can be uploaded

- The maximum document size is **5 MB**.
- Valid document file formats: **PDF (unlocked), GIF, TIFF, TIF, JPEG, JPG, BMP, and and TXT**.

For each document you are uploading, you must select a document type. If you wish to submit these documents for additional requests select the other requests below the table.

Add additional documents by selecting browsing to additional files.

**Select file(s) to upload**

Document	* Type	Action
<input checked="" type="checkbox"/> Request 1		
<input type="checkbox"/> Request 2		
<input type="checkbox"/> Request 3		
<input type="checkbox"/> Request 4		

**Note:** All documents will be converted to pdf format and renamed as part of the upload process.

8. Select the Type of documentation that you are uploading.

## Compensation and Pension Claim Status

[Return to Claims Summary](#)   [Return to your claim received on 09/09/2014 \(Compensation\)](#)

### Upload Documents for Request 1

**Instructions**

Select the file(s) to upload for this request.

There are restrictions on the size and type of file that you can upload:

- The maximum document size is **5 MB**.
- Valid document file formats: **PDF (unlocked)**, BMP, GIF, JPEG, PNG, and TIFF.

For each document you are uploading, you must select a description from the list of other requests below the table.

Add additional documents by selecting browsing to upload.

**Select file(s) to upload**

Document	Description
BMP file.BMP	Select a description (required) Copy of a DD214 STR - Dental - Photocopy STR - Medical - Photocopy Medical evidence from Personal Physician Outpatient treatment records from Personal Physician Social Security Disability Documentation Military Personnel Record VA Form 21-4142- Authorization for Release of Information VA Form 21-0781a - Statement in Support of Claim for PTSD Secondary to Sexual Assault VA Form 21-0781 - Statement in Support of Claim for PTSD VA Form 21-8940 - Veterans Application for Increased Compensation Based on Un-employability VA Form 21-4192 - Request for Employment Information in Connection with Claim for Disability VA Form 26-4555 - Application in Acquiring Specially Adapted Housing or Special Home Adaptation Grant VA Form 21-4502 - Application for Automobile or Other Conveyance and Adaptive Equipment Under 38 U.S.C. 3901-3904 VA Form 21-686 - Declaration of Status of Dependents VA Form 21-674 - Request for Approval of School Attendance VA Form 21-2680 - Examination for Housebound Status or Permanent Need for Regular Aid & Attendance VA Form 21-0779 - Request for Nursing Home Information in Connection with Claim for Aid & Attendance Disability Benefits Questionnaire (DBQ) Goldmann Perimetry Chart/Field Of Vision Chart Photographs Other Correspondence

Request 1  
 Request 2  
 Request 3  
 Request 4

**Note:** All documents will be converted to pdf format and renamed as part of the upload process.

Upload Documents   
 Return to Claim   
 Cancel

Select a description (required)

Copy of a DD214  
 STR - Dental - Photocopy  
 STR - Medical - Photocopy  
 Medical evidence from Personal Physician  
 Outpatient treatment records from Personal Physician  
 Social Security Disability Documentation  
 Military Personnel Record  
 VA Form 21-4142- Authorization for Release of Information  
 VA Form 21-0781a - Statement in Support of Claim for PTSD Secondary to Sexual Assault  
 VA Form 21-0781 - Statement in Support of Claim for PTSD  
 VA Form 21-8940 - Veterans Application for Increased Compensation Based on Un-employability  
 VA Form 21-4192 - Request for Employment Information in Connection with Claim for Disability  
 VA Form 26-4555 - Application in Acquiring Specially Adapted Housing or Special Home Adaptation Grant  
 VA Form 21-4502 - Application for Automobile or Other Conveyance and Adaptive Equipment Under 38 U.S.C. 3901-3904  
 VA Form 21-686 - Declaration of Status of Dependents  
 VA Form 21-674 - Request for Approval of School Attendance  
 VA Form 21-2680 - Examination for Housebound Status or Permanent Need for Regular Aid & Attendance  
 VA Form 21-0779 - Request for Nursing Home Information in Connection with Claim for Aid & Attendance  
 Disability Benefits Questionnaire (DBQ)  
 Goldmann Perimetry Chart/Field Of Vision Chart  
 Photographs  
 Other Correspondence

Select a description (required) Cancel

9. Select "Upload Document."

10. Success Screen

## Compensation and Pension Claim Status

✔ **All Files Submitted Successfully**

<span style="color: green;">✔</span> Submitted to VA: BMP file.BMP	12/19/2014 16:16:12 CST	Medical evidence from Personal Physician
--	-------------------------	--

Upload Documents   
 Return to Claim

11. Note that the Request 1 status has changed to "Submitted, Awaiting Review."

Received: 09/09/2014 (Compensation)  
Estimated Completion Date: At this time, your Regional Office is unable to provide an estimated completion date for this type of claim. [?](#)  
Disabilities Claimed: tinnitus (New), PTSD (New)  
Your Designated Representative for VA Claims: DISABLED AMERICAN VETERANS  
Current Status: Gathering of Evidence [?](#)  
[Show Mail or Fax Info.](#)

You can request to have your claim evaluated as soon as possible, if you have no other documents or evidence to provide VA. VA will evaluate your claim without waiting for additional evidence.  
[Request a Claim Decision](#)

### Supporting Documentation

[Documents Required \(1\)](#) **Documents Received**

Documents uploaded here may not be available to VA for 24 hours.

#### Optional Documents

Submit any additional documents you would like to support your claim. This may include any documents that were requested of you when you submitted your application for this claim.

Optional Documents will appear on the Documents Received tab, once they are reviewed by VA.

**Request 1**  
Due Date: 01/18/2015    Status: ● Submitted, Awaiting Review    From: You

We need evidence showing that the following condition(s) existed from military service to the present time:

[?](#) Supporting documents uploaded before January 25, 2015 are not displayed. You can [view submitted evidence](#) received and viewed by VA.

Medical evidence from Personal Physician: BMP file.pdf Submitted on: 12/19/2014

[Upload Documents](#)

[Upload Documents](#)

## 5.4 View DIC Claims Status as an SEP User

1. SEP Users can view claims status on Dependency and Indemnity Compensation claims to track progress. They can view the claims status summary and detail pages for a Veteran for whom they have POA authority.
2. SEP Users can also view the status, claims status summary and detail information for the Dependency, Initial S/C Death, Initial S/C Death or Pension and New or Re-opened DIC claims types.

**Note:** The spouse or dependent must also be a Veteran in order to be represented by the user, and the spouse or dependent must have previously submitted DIC claims.

The screenshot displays the SEP Stakeholder Enterprise Portal interface. At the top, there is a navigation bar with options like 'Dashboard', 'Representation Requests', and 'VSO Work Queue'. Below this, the user's current representation details are shown: 'Currently Representing: MARSHALL, VERA', 'SSN: XXXXX-7498', 'Location: FONTAINEBLEAU', and 'Represented Through: American Legion'. The main content area is titled 'Claims Status Summary for MARSHALL, VERA' and features a 'Claims Status Process' flowchart with stages: Claim Received, Under Review, Gathering of Evidence, Review of Evidence, Preparation for Decision, Pending Decision Approval, Preparation for Notification, and Complete. Below the flowchart is a table of 'Open Claims' with columns for Date of Claim, Estimated Claim Completion Date, Status, Claim Type, Updates, and Actions. The table contains three rows of data. The first row has a date of 04/06/2014 and a status of CLAIM RECEIVED. The second row has a date of 04/05/2014 and a status of UNDER REVIEW. The third row has a date of 04/05/2014 and a status of UNDER REVIEW. A red circle highlights the date '04/05/2014' in the third row, and a red arrow points to it from the left. At the bottom of the table, there is a link 'Show All Items' and a note 'You have 17 additional items not currently displayed.'

Date of Claim	Estimated Claim Completion Date	Status	Claim Type	Updates	Actions
04/06/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	CLAIM RECEIVED			<a href="#">Upload Documentation</a>
04/05/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	UNDER REVIEW			<a href="#">Upload Documentation</a>
04/05/2014	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	UNDER REVIEW			<a href="#">Upload Documentation</a> <a href="#">DBQs Recommended</a>

SEP Claims Status Summary Screen

3. Users click on the link for the 'Date of Claim' to view detailed information for that claim.

SEP Dashboard Representation Requests VSO Work Queue

Currently Representing: MARSHALL, VERA SSN: XXX-XXX-7498 Location: FONTAINEBLEAU Represented Through: American Legion

Dashboard - Claim Summary - [Print-Friendly View](#)

**Detail for MARSHALL, VERA: 04/06/2014 Open Claim**

[Return to Claims Summary](#)

### Details of Your Claim

Claim Received: 04/06/2014  
**Estimated Claim Completion Date:** At this time, your Regional Office is unable to provide an estimated completion date for this type of claim

#### Claims Status Process

<b>Claim Received</b>	Under Review	Gathering of Evidence	Review of Evidence	Preparation for Decision	Pending Decision Approval	Preparation for Notification	Complete
-----------------------	--------------	-----------------------	--------------------	--------------------------	---------------------------	------------------------------	----------

**Next Steps:**  
 We will review all available evidence and make a decision on your claim upon receipt of all requested information as outlined in the headings, "What Do We Still Need from You?" and "What Have We Done?".

Several factors will determine the duration of the "Development" phase, including:  
 type of claim filed  
 number of disabilities you claim  
 complexity of your disability(ies), and  
 availability of evidence needed to decide your claim.

#### Additional Details

**Your Designated Power of Attorney**  
 AMERICAN LEGION

**Regional Office of Jurisdiction:** Roanoke

**Send Documentation To**  
 Department of Veterans Affairs Regional Office  
 Regional Office  
 116 N Jefferson Street  
 Roanoke, VA 24016

[About Us](#) [FAQ](#) [Site Map](#)

SEP Claim Details Screen

## 5.5 Payment History

1. An SEP user is allowed to perform several functions on behalf of the Veteran for whom they have POA. The first function that is available is Payment History.
2. To view payment history for Veterans, select the “Payment History” from the “Actions” drop-down. The “Actions” drop-down is found in the “Veteran Search Results” section.

The screenshot displays a search result for a veteran named Brandon Buckley. The search criteria are: Name: Buckley, Brandon; Birthdate: 02/15/1974; SSN: XXX-XX-0124; Location: WICHITA, KS; Represented Through: American Legion. The 'Veteran Actions' column contains a red 'Actions' dropdown menu. This menu is open, showing three options: 'Access Online Forms', 'View Claim Status', and 'View Payment History'. The 'View Payment History' option is circled in red. Below the search results, there is a navigation bar with links for 'About Us', 'FAQ', and 'Site Map'. At the bottom of the page, there is a footer with links for 'VA Home', 'Privacy', 'FOIA', 'Facility Locator', 'Web Policies', 'Notices', 'No FEAR Act', 'Inspector General', and 'KnowVA'. The text 'U.S. Department of Veterans Affairs - 810 Vermont' is also visible in the footer.

Name	Birthdate	SSN	Location	Represented Through	Veteran Actions
Buckley, Brandon	02/15/1974	XXX-XX-0124	WICHITA, KS	American Legion	Actions

- a. The system presents default view for payments with a date range from January of the current year to the present month.



## 5.6 View DIC Payments as an SEP User

- a. SEP users can access the payment history for a Veteran, view Dependency and Indemnity Compensation payments for a Veteran's surviving spouse or for a dependent of a deceased Veteran for whom they have POA authority.

Currently Representing: MARSHALL, VERA    SSN: XXX-XX-7498    Location: WASHINGTON, DC    Represented Through: American Legion

Dashboard    Payment History for: MARSHALL, VERA    [Print-Friendly View](#)

### Payment History for: MARSHALL, VERA

#### Payments

Viewing history from:  To:

02/2013 04/2014

Payment Date	Payment Amount	Payment Type	Payment Method
<a href="#">04/01/2014</a>	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
<a href="#">04/01/2014</a>	\$130.94	Compensation & Pension - Recurring	Direct Deposit
<a href="#">02/28/2014</a>	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
<a href="#">02/28/2014</a>	\$130.94	Compensation & Pension - Recurring	Direct Deposit
<a href="#">01/31/2014</a>	\$1,580.00	Compensation & Pension - Recurring	Mailed Check
<a href="#">01/31/2014</a>	\$130.94	Compensation & Pension - Recurring	Direct Deposit

#### Tools

VSO Dedicated Support Line  
1-855-225-0709 from 9:00am - 5:00pm ET

#### VSO Resources

[VA Contact Information](#)  
Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program Locator and Gravesite Locator.

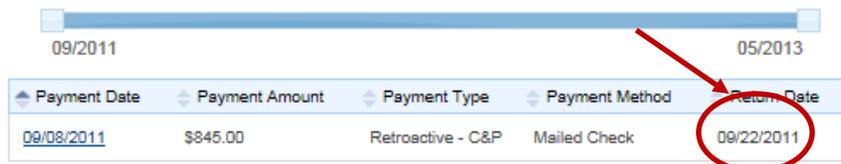
**SEP Payment History Summary Screen**

## 5.7 View Modifications to Payments as an SEP User

1. SEP users with appropriate POA authority can view modifications made to a Veteran's payment history. This will help them explain to a Veteran how the net payment amount resulted from the gross payment amount.
2. SEP users initially view a summary of payments and returned payments; from that view, they may select a specific payment to see more details for that payment.
3. Payment details include reductions and/or increases from the gross payment, as well as bank or check payment information.
4. A change has been made in the disclaimer notice, and a new '**Return Date**' column has been added on the payment summary page for returned payments.

### Returned Payments

From:  To:



Payment Date	Payment Amount	Payment Type	Payment Method	Return Date
<a href="#">09/08/2011</a>	\$845.00	Retroactive - C&P	Mailed Check	09/22/2011

### About Payments

**Disclaimer:** Detailed information on some benefit payments may not be available online. For example, payments made in amounts owed less than \$1 for direct deposit or \$5 for mailed checks will not be displayed in the Veteran's online payment history. Gross payments and modifications will display only for regular and irregular compensation payments. If you (VSO) or the Veteran have questions about payments made by VA, please call the VA Help Desk at 1-800-827-1000.

**Payment Dates:** VA pays benefits on the first of each month for the previous month. But if the first falls on a weekend or holiday, payment is the last business day of the previous month.

Example: If May 1 is a Saturday, so benefits would be paid on Friday, April 30.

5. A new **'Payment Returned Date'** row has also been added on the payment summary page for returned payments.

#### Details on your Retroactive - C&P Payment

Net Payment Amount	\$845.00
Payment Date	09/08/2011
Payment Returned Date	09/22/2011
Payment Type	Retroactive - C&P
Payment Method	Mailed Check
Check / Trace Number	1313133
Check Recipient	TANYA WILLIS
Address Line 1	8845 BAILEY LANE
Address Line 2	FAIRFAX VA
Zip Code	22031

#### About Returned Payments

**Disclaimer:** Detailed information about some benefits payments may not be available online. For example payments made in amounts less than \$1 for direct deposit or \$5 for mailed checks will not be displayed in your online payment history. Gross payments and modifications will display only for regular and irregular compensation payments. If you have questions about payments made by VA please call the VA Help Desk at 1-800-827-1000.

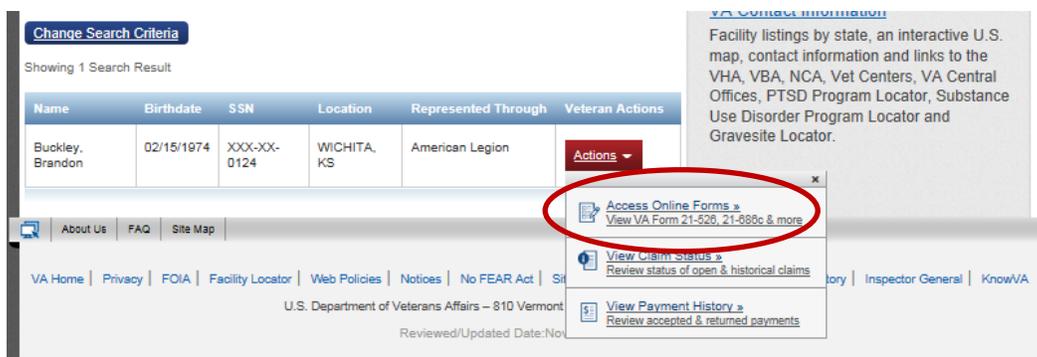
**Six Years Available:** Returned payment information is available for 6 years from the date the payment was issued.

**Before Reporting Non-Receipt:** Please wait at least 3 business days (Monday-Friday) before reporting non-receipt of a payment as check tracing cannot be initiated before that period. To report non-receipt after 3 business days call 1-800-827-1000 with the Veteran's Social Security Number or VA Claim Number, the Veteran's address and (for direct deposit payments) the Veteran's account information.

**If Check is Found:** If the original check is found or received, the Veteran must return the original check to the Treasury Department and await receipt of the replacement check. If both checks are negotiated, then the Veteran will be responsible for the duplicate payment. The Veteran will receive a letter from the Debt Management Center with instructions concerning collection.

## 5.8 Access Online Forms

1. An SEP User is allowed to access online forms through the Electronic Claims Submission Process dashboard for those Veterans who have granted them Power of Attorney (POA). A Veteran must also have authorized the user to view health information via VA Form 21-22.
  - a. To access an individual's online forms, the approved SEP user selects the "View Online Forms" option from the "Actions" drop-down menu. The "Actions" drop-down menu is found in the Veteran Search Results.



- b. The system presents the Online Application Dashboard of the selected Veteran.

SEP ▾ Dashboard Representation Requests VSO Work Queue

Currently Representing: BUCKLEY, BRANDON SSN: XXX-XX-0124 Location: WICHITA, KS Represented Through: American Legion

## Online Applications Dashboard

We are building a library of benefit-related applications to enable you to apply for and manage your benefits online. Here you can save, complete, and submit applications; apply to update your benefits; release medical information; or appoint a representative.

### Start a New Application



#### Dependent Benefits

Select this application to manage the list of dependents you claim as part of your benefits profile.

[Apply Now](#)



#### Compensation Benefits

Select this application to apply for, or manage, your compensation benefits.

[Apply Now](#)



#### Request for Representative

Claimants appoint representatives to serve as Power of Attorney (POA) and act on their behalf in the preparation, presentation, and prosecution of claims for VA benefits (38 U.S.C. 5902, 5903, and 5904).

[Apply Now](#)



#### Release Medical Records

Select this application to authorize non-VA medical centers to release medical information to the VA.

[Apply Now](#)

### Open Applications

You can edit your open applications at anytime. If a Veteran Service Organization (VSO) is completing or reviewing your application, you should contact your VSO before submitting. Note that unsubmitted applications will be deleted when they expire.

Application Type	Status	Created	Last Updated	Last Opened	Expires	Actions
Compensation Benefits	Pending VSO Review	Mar 28, 2014	Apr 1, 2014	Apr 1, 2014	Mar 28, 2015	Continue   Delete
Increased Compensation Based on Unemployability	Open	Dec 11, 2013	Dec 11, 2013	Dec 11, 2013	Dec 11, 2014	Continue   Delete
Post Traumatic Stress Disorder (PTSD) Statement	Open	Dec 11, 2013	Dec 11, 2013	Dec 11, 2013	Dec 11, 2014	Continue   Delete

- c. A current summary of open, submitted, and completed applications/forms is displayed, as well as the ability to start a new online form. Open applications are displayed in descending order from newest to oldest.

**Note:** The forms available through SEP are the same as those available to the Veteran on eBenefits. SEP users will be able to complete these forms, such as the 21-526, and submit back to the Veteran through eBenefits for the Veteran’s electronic signature and final submission to the VA. Some forms will not require the Veteran’s electronic signature and may be submitted directly by the user.

**\*\*Need more help? Check out our FAQ on Available forms in SEP\*\***

## 6.0 Submission of 21-526EZ on Behalf of a Veteran

The Electronic Claims Submission System will allow the claimant's assigned POA the ability to process and potentially submit a Disability Compensation Claim application (VA Form 21-526EZ) and associated documents for the claimant, based on the user's rights and the claim's certification status.

The **POA can be a National VSO or County VSO**. Most NVSOs do not require review and are eligible to submit a valid claim on behalf of the Veteran.

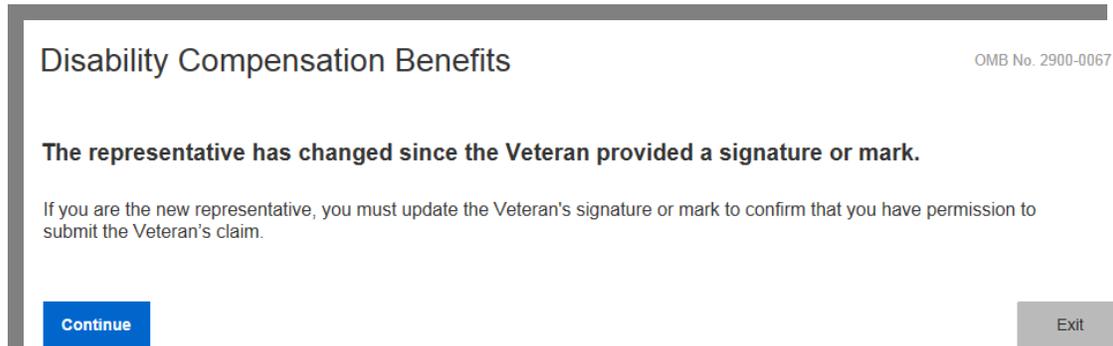
**Attorneys and Claim Agents** have the same rights as the **NVSO** that does not require review.

Most **CVSOs** require review and therefore cannot submit a claim, even claims that have all the necessary certification information. Specifically, an eligible POA may submit a claim to the VA if the Veteran has provided an electronic mark in the presence of a POA Witness who provides their electronic mark as well.

Alternatively, an eligible POA may obtain a wet signature from the Veteran on a 21-526EZ Signature Page and submit that page along with the claim.

## 6.1 Verify POA When Reopening an Existing 21-526EZ Claim

1. When a representative opens an application that has been previously initiated on behalf of the claimant but has not been submitted, it requires substantiation.



The screenshot shows a web page titled "Disability Compensation Benefits" with the OMB No. 2900-0067 in the top right corner. The main heading reads "The representative has changed since the Veteran provided a signature or mark." Below this, a message states: "If you are the new representative, you must update the Veteran's signature or mark to confirm that you have permission to submit the Veteran's claim." At the bottom of the page, there are two buttons: a blue "Continue" button on the left and a grey "Exit" button on the right.

### POA Verification Page

2. Verification must be performed, confirming that a witness mark has been received for the application, or that the Veteran's 21-526EZ signature page has been uploaded for the application, so that the representative can be confident the application certifications are appropriate for the application.
  - a. To complete the verification, click "Continue".

## 6.2 Capture Application Certification Information for Accredited Representatives

1. Representatives are provided an opportunity to manage the application certifications in order to electronically submit the application to VA.
2. This can be done as a representative is working on a claimant's Disability Compensation application for an Original Claim, or a supplemental claim where the Claimant has either Compensation and Pension (C&P) email address or an EBN account.
3. After representatives complete the Getting Started page they are then are provided an opportunity to manage the application certifications to record the application certification information (i.e. Veteran's Mark, Witness Signature, and 21-526EZ Signature Page), in order to submit the application electronically to VA.

## 6.3 Original Claim Submission

VSO's will follow the same process to prepare claims in SEP as they have previously. Upon completing the preparation stages of a claim, and once they are ready to submit, the system must verify that the VSO has permission to submit the application on the Veteran's behalf. The system will look for either an **"Uploaded Signed Signature Page"** or the **"Claimant and Witness Mark."**

1. **Uploaded Signature Page:** One avenue for a VSO to submit a claim on behalf of the Veteran is to upload a signed signature page. You have the ability to download, print, sign and scan the claim certification from SEP:

The screenshot displays the 'Disability Compensation Benefits' portal. At the top, there is a navigation bar with tabs for 'Applicant Information', 'Military Service History', 'Disability Records', 'Treatment Records', 'Special Circumstances', 'Supporting Documents', and 'Final Review & Submission'. A 'Print Incomplete Forms' button is located in the top right corner. The main content area is titled 'Claimant Signature or Mark' and includes a sub-header 'In this Section' with a list of links: 'Personal Information', 'Claim Notification', 'Getting Started', 'Fully Developed Claim', and 'Claimant Signature or Mark'. The main text explains the requirement to verify permission to submit the application on the Veteran's behalf and provides instructions for uploading a signed claim certification and signature page. A link to 'Download a VA Form 21-526EZ Claimant Signature' is provided. Below this, a table lists documents for 'Vera Marshall' (DOB: 12/09/1985), including a 'VA Form 21-526EZ Claimant Signature' and a PDF file named '23in\_older\_students.pdf - 07/01/2014'. An 'Action' column contains a 'Replace or Remove File' button.

For	Documents	Action
Vera Marshall 12/09/1985	VA Form 21-526EZ Claimant Signature 23in_older_students.pdf - 07/01/2014	Replace or Remove File

2. **Claimant and Witness Mark:** Another option for VSOs to submit a claim on behalf of the Veteran is by obtaining the Claimant and Witness Marks. Capturing these marks electronically is equivalent to the paper method of a Veteran providing a mark or thumb print with a witness verification to sign their claim because the Veteran is unable to sign his/her name.
3. When completing the Claimant and Witness Mark section of the application, the VSO will need to:
  - a. Read the claimant mark statement to the Veteran
  - b. Veteran provides his electronic mark "X";
  - c. VSO provides his electronic witness signature by checking the box certifying the he saw the Veteran make an electronic mark.

### Claimant Mark

If you're unable to obtain a signed certification and signature page, you'll need to: (1) read the claimant mark statement to the Veteran; (2) have the Veteran certify by checking the first check box below; and (3) provide your signature as a witness to the claimant's mark by checking the second check box below.

**Reminder:** Users of the Stakeholder Enterprise Portal (SEP) (1) must continue to comply with the rules of behavior for this computer; and (2) must be present when the Veteran is checking the claimant mark.

I certify and authorize the release of information. I certify that the statements in this document are true and complete to the best of my knowledge. I authorize any person or entity, including but not limited to, any organization, service provider, employer, or government agency, to give the Department of Veterans Affairs any information about me except protected health information. I waive any privilege that makes the information confidential.

checking this box, you (the Veteran) certify the above in lieu of your signature. Once your application is submitted, you will not be able to make additional changes.

### Witness Mark

I certify that I am a witness to the claimant's mark, which the Veteran provided as the claim certification and signature.

checking this box, you (the representative) certify the above in lieu of your signature.

Save & Continue

Previous

Exit

**Reminder:** Users of the Stakeholder Enterprise Portal (SEP) (1) Must continue to comply with the rules of behavior for their computer; and (2) Must be present when the Veteran is checking the claimant mark.

1. At the end of the 21-526EZ application, VSO's will have options to either
  - a. Submit on Behalf of Veteran or
  - b. Send for Veteran Review. If the NVSO received the application for review from a CVSO requiring review, there will be a 3<sup>rd</sup> option of "Return for Additional VSO Review and Action".

## Submission Options

1. Submission Option for NVSOs Receiving Application from CVSO for Review:

Applicant Information > Military Service History > Disability Records > Treatment Records > Employment & Education History > Special Circumstances > Supporting Documents > Final Review & Submission

### Next Steps

\*\* Required to Continue

Thank you for completing a draft of the Compensation Benefits Application on behalf of the Veteran. To complete the process, you can submit the application on their behalf. You can also send the application for Veteran review or return the application for additional Veteran Service Organization (VSO) review and action.

\*\*What would you like to do next?

- Submit on Behalf of Veteran
- Send for Veteran Review
- Return for Additional VSO Review and Action

Save & Continue

Previous

Exit

## 2. Submission Option for Applications not Requiring Review:

### Disability Compensation Benefits

Print Incomplete Forms

- Applicant Information
- Military Service History
- Disability Records
- Treatment Records
- Special Circumstances
- Supporting Documents
- Final Review & Submission

#### Next Steps

OMB Control No. 2900-0747

**\*\* Required to Continue**

Thank you for completing a draft of the Compensation Benefits Application on behalf of the Veteran. To complete the process, you can submit the application on their behalf. You can also send the application for Veteran review.

**\*\* What would you like to do next?**

- Submit on Behalf of Veteran
- Send for Veteran Review

Save & Continue Previous Exit

## 3. A submission confirmation page will be displayed after a representative has successfully submitted the claim on behalf of the Veteran.

### Disability Compensation Application

Print Incomplete Forms

#### Thank you for submitting the Compensation Benefits Application on behalf of {Veteran Name}.

The confirmation number is (Confirmation #). You can view and print a copy of your completed application from the Online Applications Dashboard.

We have notified the Veteran of the status of the application. The message was sent to the following:

- eBenefits Message Center
- Primary Email: (address)
- Alternate Email: (address)

#### What's Included

The application and supporting documents were submitted to the VA for review by a claims agent. The submission includes the following documents:

- VA Form 21-526EZ
- Any Form
- Any Form

#### Next Steps

##### Supporting Documents

If you did not upload all of your supporting documents, you can still add them to the claim. To upload additional documents, follow the directions for each form listed below.

- **Veteran Aid and Attendance**  
(1) Print the form, (2) have an examiner complete the form, and (3) add the document to the claim using the eBenefits Compensation & Pension Claims & Upload Supporting Documents feature.  
[Download a pre-filled VA form 21-2680](#)
- **Spouse Aid and Attendance**  
(1) Print the form, (2) have an examiner complete the form, and (3) add the document to the claim using the eBenefits Compensation & Pension Claims & Upload Supporting Documents feature.  
[Download a pre-filled VA form 21-2680 for your spouse](#)

#### Get Additional Information

For additional information or assistance, call our toll-free number at 1-800-827-1000. A benefit counselor is available to answer your questions and provide you with any additional information you need about VA benefits and the claims process.

#### Track Your Claim

You can now track the status of your claim online. [View the status of your claim](#). Please be aware that DBQ forms may change over the course of your claim's life due to changes in law and policy. You will NOT be required to do anything or submit additional evidence. If additional medical evidence is required to rate your claim, VA will establish a DBQ exam for you free of charge.

#### Learn More about the FDC Program

Don't forget to submit your claim as a fully developed claim. For more information on the FDC Program visit our website.

#### Related Actions

[Declare or manage your dependent information.](#)

[Go to the Online Applications Dashboard](#)

## Post-Submission of Original Claims

1. If the application is submitted by the VSO representative on behalf of the Veteran, the claimant and witness marks will be captured on the pdf version of the application as shown in the screen shot below:

further evidence in support of my claim.	
21. The FDC Program is designed to rapidly process compensation or pension claims received with the evidence necessary to decide the claim. VA will automatically consider a claim submitted on this form for rapid processing under the FDC Program. Check the box below <b>ONLY</b> if you <b>DO NOT</b> want your claim considered for rapid processing under the FDC Program because you plan on submitting further evidence in support of your claim.	
<input type="checkbox"/> I DO NOT want my claim considered for rapid processing under the FDC Program because I plan to submit further evidence in support of my claim.	
22A. VETERAN/SERVICE MEMBER SIGNATURE (REQUIRED)	22B. DATE SIGNED
X Miriam Richardson	07/17/2014
<b>SECTION VI: WITNESSES TO SIGNATURE</b>	
23A. SIGNATURE OF WITNESS (If veteran signed above using an "X")	23B. PRINTED NAME AND ADDRESS OF WITNESS
/s/ Allan Veras OGC #26070	
24A. SIGNATURE OF WITNESS (If veteran signed above using an "X")	24B. PRINTED NAME AND ADDRESS OF WITNESS
<small>PRIVACY ACT NOTICE: The form will be used to determine allowance to compensation benefits (38 U.S.C. 5101). The responses you submit are considered confidential (38 U.S.C. 5101). VA may disclose the information that you provide, including Social Security numbers, outside VA if the disclosure is authorized under the Privacy Act, including the routine uses identified in the VA system of records, 50VA212223, Compensation, Pension, Education, and Vocational Rehabilitation and Employment Records - VA, published in the Federal Register. The requested information is considered relevant and necessary to determine maximum benefits under the law. Information submitted is subject to verification through computer matching programs with other agencies. VA may make a "routine</small>	

2. There will also be confirmation of VSO claims submission on the top left header of the application as shown in the screen shot below:

14:03 CDT 07/17/2014 #1021018 Submitted Electronically  
Submitted by POA - 5103 notice emailed/messaged to Veteran on this date: 07/17/2014



## 6.4 Supplemental Claim Submission

The claimant and witness mark or uploaded signed signature page is only required on supplemental claim submission when the Veteran does not have an eBenefits account or email address on record in VA systems. Submission of a supplemental claim for a Veteran who does have an eBenefits account or email address on record does not require the claimant and witness mark or uploaded signed signature page to be completed

1. If the Veteran does not have an eBenefits account or email address on record, then the steps outlined for original claim submission must be followed.
2. If a VSO tries to submit a supplemental claim for benefits when the Veteran does not have an eBenefits account, there is not an email address on record, the signed signature page was not uploaded, or the claimant and witness mark section was not checked, the VSO will be presented with the message shown below.



**You cannot submit an application on this Veteran's behalf.**

Before you can submit a claim on this Veteran's behalf, the Veteran must authorize you as a representative. To ensure that you can submit this application, return to the [Claim Signature](#) page to: (1) upload a signed claim certification and signature page; or (2) provide a claimant mark and witness mark.

**\*\*What would you like to do next?**

Send for Veteran Review

3. If the VSO chooses to "Send for Veteran Review," then a temporary email address can be entered and the Veteran will receive notification that a draft of the Compensation Benefits Application has been completed.

## 7.0 SEP Work Queue

1. VSO Users will now have access to a work queue that displays a list of applications in the Online Applications Dashboard that are pending and may require attention from the user.
  - a. Once the users login into the Stakeholder Enterprise Portal (SEP), they can access the Work Queue by clicking on the 'Work Queue' link on the menu bar.

The screenshot shows the Stakeholder Enterprise Portal (SEP) interface. At the top, the logo for SEP is displayed alongside the text 'Stakeholder Enterprise Portal'. A 'Log out' button is visible in the top right corner, along with the user's login information: 'Logged in as: Betty Jackson, VSO Representative'. The navigation bar contains several links: 'SEP', 'Dashboard', 'Representation Request', and 'VSO Work Queue'. The 'VSO Work Queue' link is highlighted with a red circle and a red arrow. Below the navigation bar, the main content area is titled 'VSO Representative Dashboard'. It features a search section for veterans with the following fields: Social Security Number (9 digits), File Number (Up to 9 digits, no dashes), Service Number (Up to 9 characters), Insurance Number (Up to 10 characters), First name, Middle name, Last name, Suffix (a dropdown menu with 'Select' as the current value), and Date of Birth (mm, dd, yyyy). There is also an 'Advanced Search Criteria' section. At the bottom of the search section are two buttons: 'Search for Veterans' and 'Clear Form'. The right sidebar contains a 'Tools' section with 'VSO Dedicated Support Line' (1-855-225-0709 from 9:00am - 5:00pm ET) and a 'VSO Resources' section with a link to 'VA Contact Information' and a paragraph of text about facility listings.

Stakeholder Enterprise Portal Work Queue Link

- b. After users click the 'Work Queue' link, the Work Queue search criteria screen is displayed; this allows the user to enter search criteria to find work items that pertain to their organization and/or location.

## Stakeholder Enterprise Portal (SEP) Work Queue Search Criteria Screen

### VSO Work Queue

Use this form to search for pending Veterans' applications in VDC that may require your attention and action.

#### Search for Veteran's Applications

##### Veterans Service Organization\*

American Legion  
Disabled American Veterans

##### Application Status\*

Pending VSO Review  
Pending Additional VSO Review & Action  
Pending Veteran Review  
Open

##### File Number Terminal Digits

Enter a Range (two digits each):

From 00 to 99

(e.g., From 00 to 29 or 10 to 10)

##### Claimant's Location Type

- Select All
- Domestic
- Military
- International

##### Days Until Expiration

Select one  
Select one  
0-30 days  
31-60 days  
61-90 days

✕ Clear

#### Work Queue Help

Searches return Veteran application records that match your search criteria, designate you as their representative for VA claims, and meet the approved permission level.

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U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420

Reviewed/Updated Date: November 16, 2014

7. Once the user selects the search criteria, they will need to click on the 'Search for Applications' button on the bottom of the Work Queue search screen.

# 7.1 View Work Queue Search Results

1. SEP Users can view a list of applications under the 'Work Queue Search Results' window that fulfill the search criteria entered on the Work Queue search screen.

### VSO Work Queue

Use this form to search for pending Veterans' applications in VDC that may require your attention and action.

#### Search for Veteran's Applications

**Veterans Service Organization\***

- American Legion
- Disabled American Veterans

**Application Status\***

- Pending VSO Review
- Pending Additional VSO Review & Action
- Pending Veteran Review
- Open

**File Number Terminal Digits**

Enter a Range (two digits each):

From  to

(e.g., From 00 to 29 or 10 to 10)

#### Work Queue Help

Searches return Veteran application records that match your search criteria, designate you as their representative for VA claims, and meet the approved permission level.

**Claimant's Location Type**

Select All

Domestic

Military

International

**Days Until Expiration**

**Work Queue Search Results**

By default, applications are sorted in ascending order by the number of days until expiration.

Showing 1-1 of 1 Search Results

First	Previous	1	Next	Last	Show <input type="text" value="25"/> entries	
Veteran Name	Expires	File Number	Application	Status	Last Updated	Comments
<a href="#">Rhodes, Gregory R</a>	89 days	XXX-XX-3728	Disability Compensation	Open	03/19/2014	

**Work Queue Search Results Screen**

2. Users can click on the link for the 'Veteran's Name' to view detailed information for that application and veteran.

**Note:** A 'Checkmark' sign in the 'Comments' column indicates that notes have been entered for that application.



claims, and meet the approved permission level. ✕

Begin application detail view for .  
Escape will cancel and close the window.

✕ Clear

### Application For: Buckley, Brandon

Application Information		Comments:
Veteran's Name	Buckley, Brandon	No Comments Available for this Veteran.
Address	5400 E KELLOGG DR WICHITA, KS 67218	
File Number	60-002-914	
Application	Disability Compensation	
Status	Pending VSO Review	
Last Updated	04/07/2014 17:01:40 CDT	
Created	04/03/2014 15:54:29 CDT	
Expires	04/03/2015 15:54:29 CDT	
Represented By	American Legion	

Print-Friendly View ✕ Close

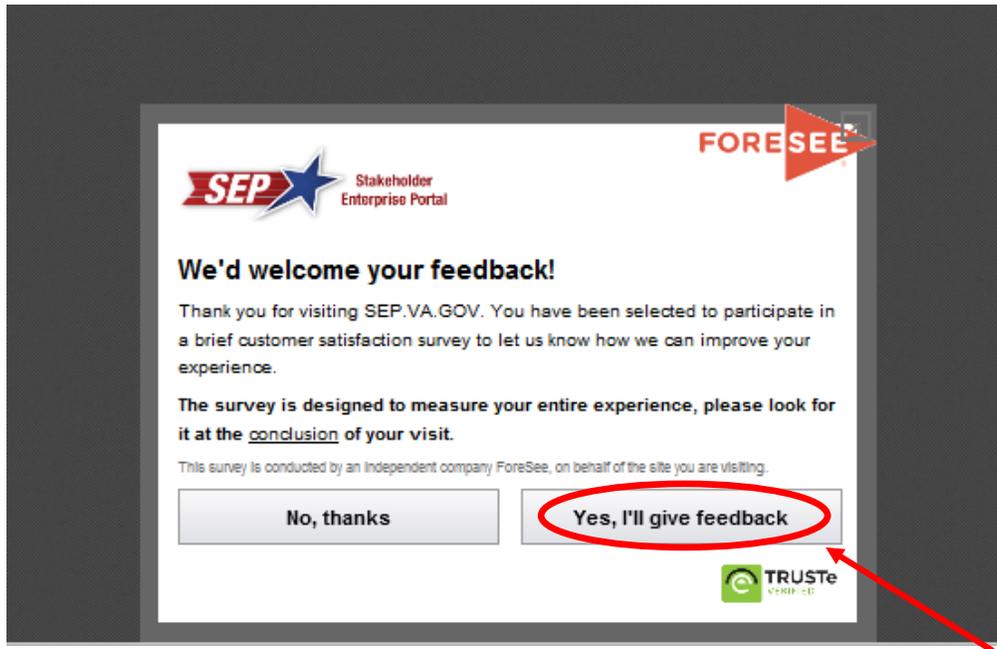
Showing 1 to 9 of 9 entries Show 50 entries

### VSO Work Queue Application Details Screen

**Note:** VSO Work Queue displays summary information in read-only format, and users may not select an application for direct entry into VDC to complete the application.

## 9.0 SEP ForeSee Survey

In order to ensure that we are providing the best customer service experience possible, we have partnered with ForeSee to include a survey as part of the user's SEP experience.



1. If selected to take part in the survey, a window will appear requestin feedback from the user at when finished using SEP.
  - a. If a user is not selected to complete the survey, but still wants to give feedback, they can direct their comments and questions to: [vrmscp.vbaco@va.gov](mailto:vrmscp.vbaco@va.gov)
2. There are 24 questions in the survey. The user must complete all the questions, include comments if preferred and then hit submit.



19: \*Did you try to log in on this site today?

Yes

No

20: Thinking about the SEP homepage, was it clear where you needed to go to find what you were looking for today?

Yes

No

21: How would you describe your navigation experience on the SEP site today? (Select all that apply)

I had **no** difficulty navigating/browsing on this site

Too many links/navigational options to choose from

Links often did not take me where I expected

Had difficulty finding relevant information/products

Could not navigate back to previous information

Links/labels are difficult to understand

Had technical difficulties (error messages, broken links, etc.)

I had a navigation difficulty **not listed** above

22: \*Are you aware of the VA Transformation Plan?

Yes

No

Not Sure

23: \*How likely are you to **discourage** others from using the Stakeholder Enterprise Portal?

1 = Very Unlikely					Very Likely = 10				
1	2	3	4	5	6	7	8	9	10
<input type="radio"/>									

24: If you could identify one improvement to this site, what improvement would you suggest?

1,000 Characters Remaining

Thank you for taking our survey - and for helping us serve you better.  
We appreciate your input!



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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

**SEP Foresee Survey Questions**